

LANDesk® Process Manager: Efficiency at the Speed of Change

One of the few constants in business today is change. How effectively your enterprise manages change can determine whether your business flourishes or founders. LANDesk® Process Manager enables you to easily automate business and IT processes to keep your IT services in alignment with the needs of your enterprise. Implement and easily maintain IT process automation for your own standards and/or ITIL and ITSM best practices. Introduce accuracy and consistency to processes across your organization. Improve the productivity of your users and your IT staff, increase your ability to adapt to frequent changes, and reduce your IT costs.

With LANDesk Process Manager, you can:

- Create consistent, predictable IT workflows to automate redundant maintenance tasks
- Gain or enhance ITIL discipline and best practices
- Easily integrate ongoing compliance measures with your IT processes, eliminate the stress of audits, and supply executives with the information they need when audits occur
- Lower operations costs, reduce risk, and improve service delivery

Easy-To-Use Change Management System

LANDesk® Process Manager empowers your enterprise to automate IT workflows, business procedures, and change management with a simple drag-and-drop graphical interface to envision, capture, and execute processes for a wide range of IT and business requirements.

Gain or Enhance ITIL Discipline and Best Practices

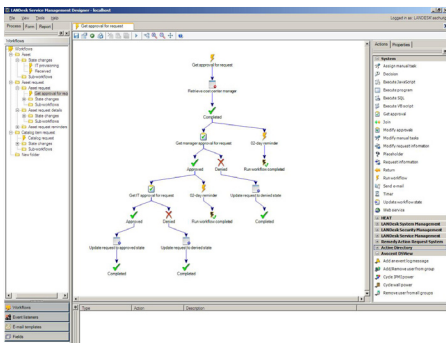
Easy-to-install, use and scale, LANDesk® Process Manager offers change management, configuration management, IT service continuity management, and other capabilities to empower your enterprise with ITIL best practices and discipline.

Ensure Audit and Standards Compliance

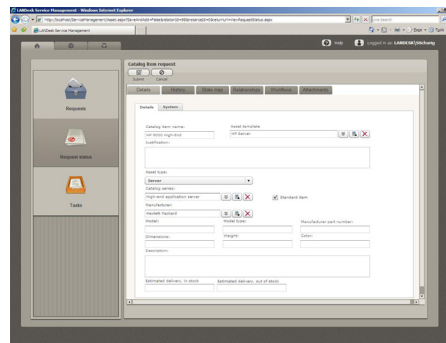
LANDesk® Process Manager lets you easily integrate ongoing compliance measures with IT processes. Access all relevant current and historical information associated with change requests, so every step of any process is captured providing proof of control and audit support.

Enable Proper Asset Management

Integration with LANDesk® Asset Lifecycle Manager lets your organization extend the management of assets (hardware and software) from the initial request, through disposal of the asset. Utilize specific asset content provided in the Asset Content pack such as forms, workflows, state diagrams, reports, and portals.



LANDesk® Process Manager makes building, editing, and executing complete end-to-end workflows that automate IT and business processes as easy as dragging and dropping icons.



The web console provided allows users and administrators to easily work through their queue of tasks and get updates from a single screen.

Key Features

Ease-of-Installation, Use, and Flexibility

- Automates manual steps and the change, approval, and documentation process with a flexible, easy-to-manage tool
- Gives you anytime online access to multiple, ready-to-use templates for HR processes, change management, systems and security management, and more
- Includes a graphical history of where an active process is and the steps completed so far
- Lets you quickly see when a process is scheduled to execute and allows you to drill down on processes in the built-in calendar
- Scales with your needs—implement in a specific area or business unit and easily extend to more areas as desired

Process Designer

- Makes building processes a simple drag-and drop activity; enables editing on demand
- Lets workflows or portions of workflows be reused in any number of different processes
- Gives you role-based administration control over who has permission to manage or modify a workflow

Service Oriented Architecture

- Uses a Service-Oriented Architecture interface to execute Web services, decrease integration expenses, and increase agility and ROI
- Integrates with Thin Forms, ASP .NET forms, Adobe PDF forms, and Microsoft InfoPath forms

Auditing and Reporting

- Captures every step of any process, including approvals, requests, comments, etc., for proof of control and support for any audit
- Captures a variety of metrics from live processes using customized reports, enabling process owners to manage resources and optimize business processes

Integration

- Includes Active Directory (AD) actions to allow you to automate creating and deleting AD accounts, shares, groups, and application access, as well as resetting passwords—saving time and reinforcing network security
- Interfaces with LANDesk® Service Desk, Remedy, and FrontRange HEAT Help Desk as well as line-of-business applications
- Integrates with LANDesk® Server Manager to pull provisioning and other server templates directly into workflows
- Integrates with LANDesk® Asset Lifecycle Manager to ensure effective IT Asset Management
- Includes built-in actions to quickly build and execute LANDesk® solution-specific processes, as well as executes Java, VB, and SQL scripts
- Includes process integration modules (PIM) for structured integration with third-party solutions:
 - Listener—receives external input data (such as an e-mail subject) to trigger a workflow
 - Activities—specific actions (drag-and-drop icons) that make up a workflow or sequence of tasks
 - Libraries—ready-to-use and sample workflows
 - Templates—e-mail or audit dialogs that support process collaboration
- Can be integrated with a Configuration Management Database (CMDB) and leading ERP and CRM enterprise applications, including SAP, PeopleSoft, Siebel, Oracle, and Lawson
- Correlates with LANDesk forms engine and integrates with Thin Forms, ASP .NET forms, Adobe PDF forms, and Microsoft InfoPath forms
- Integrates with WMI calls, e-mail systems, handheld devices, and mobile phones

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