



LANDesk® Process Manager

Effectively Manage Change

Discover Integrated Change, Compliance and Process Management

Effectively Manage Your Changing Business

Whether you're in the business of financial services, insurance, healthcare, government, manufacturing or any other, LANDesk® Process Manager lets you effectively and efficiently manage change by automating enterprise business and IT processes, such as:

- Service desk activities
- PC lifecycle management
- Security management
- Vulnerability scanning
- Bug/fix reporting
- New product introduction
- Product enhancement requests
- New account setup
- Expense report processing
- Invoice processing and exceptions
- Credit processes
- Purchasing requests
- Contracts and equipment management
- New hire processes
- Leave and travel requests
- Lead management
- Proposal generation
- Order processing

Change is one of the few constants in business today. It happens all day, every day. And how effectively your enterprise manages change can determine whether your business flourishes or founders. You can spend time, money and energy managing change manually, or you can implement a solution that lets you easily automate business and IT processes and change management. You can then use that solution to help keep your IT services in constant alignment with the needs of your enterprise and maintain the agility to easily make constant improvements and more.

LANDesk® Process Manager: Efficiency at the Speed of Change

Empower your enterprise to improve all of your IT and business processes while aligning IT and business services with LANDesk® Process Manager's ease-of-use and scalable technology. Deploy it to begin implementing and more easily maintaining IT process automation for your own standards and/or Information Technology Infrastructure Library (ITIL) service management practices. Help introduce consistency to processes across the 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, your enterprise has a solution to help you:

- Save time and improve productivity by easily creating and maintaining an optimized change management system.
- Gain or enhance ITIL discipline and best practices and easily integrate ongoing compliance measures with your business processes.
- Save time and money by reducing or eliminating the need for development resources.
- Empower personnel with visibility into the processes they're involved with.
- Maximize efficiency and cost savings by automating IT processes, including LANDesk® solution-specific operations.

LANDesk Process Manager makes it easy for anyone in your organization—regardless of skill level—to participate in business and IT processes and manage their own workloads as well as the workloads of colleagues. Built-in tools for monitoring the progress of workflows and reporting and audit logs let participants easily analyze processes and help achieve continuous improvement.



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.

Access an Easy-to-Use Change Management System

LANDesk® Process Manager empowers your enterprise to automate business procedures and change management by making it easier to envision, capture and execute processes for a wide range of IT and business requirements.

A drag-and-drop graphical user interface empowers virtually anyone in your organization to quickly and easily create and deploy processes. What's more, the process owners stay in control of the process, the steps taken and the outcome, so you can automate with full predictability.

Workflows or portions of workflows can be reused in multiple processes to further expedite automation and organizational efficiency and agility. A combined process designer and run-time engine let you design and deploy processes in minutes or hours rather than days or weeks. And conveniences, such as using a subject line in an e-mail to initiate a process and empowering participants to use their mobile phones to keep processes on task further maximize efficiency.

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.

Change management functionality as well as integration with LANDesk® Service Desk ensures that your IT organization can follow corporate standards and procedures and/or ITIL disciplines, so IT can efficiently implement enterprise-wide changes without generating enterprise-wide impacts. IT can also more easily identify, record and classify incidents and quickly restore affected services, ensuring maximize availability and service levels. You can automate how you manage, identify, control and maintain existing configuration items and replace your current manual solution with an automated, scalable, fast, efficient process.

You get support for the overall business continuity management process by ensuring that required IT technical and service facilities are recovered within required timeframes.

Ensure Audit and Standards Compliance

LANDesk® Process Manager lets you easily integrate ongoing compliance measures with business processes. And it provides access to all relevant current and historical information associated with change requests.

IT helps with compliance issues surrounding regulations such as Sarbanes-Oxley (SOX), Combined Code for Corporate Governance, Bilanz Reform, HIPAA regulations and others. Every step of any process is captured to give your enterprise absolute proof of control and support for any audit.

For instance, in order to achieve ongoing financial compliance, CFOs must guarantee that financial information is consistently and accurately tracked from source to disclosure and maintain insight into changes and adjustments that occur along the way. With LANDesk Process Manager, your CFO can monitor compliance metrics alongside other financial and operational metrics on an ongoing basis. And finance staff can easily and continually self-assess their control environment with an emphasis on remaining compliant and/or improving areas of weakness.

Empower Your Enterprise with Visibility

LANDesk® Process Manager's process designer and business monitor give your personnel increased visibility into IT and business processes, which facilitates ongoing improvement and enhanced change management. Better visibility allows budgeting and planning to yield more consistent, predictable results, giving your enterprise a better chance of obtaining revenue and earnings forecasts, which helps reassure investors and ultimately helps increase the value of your enterprise and the satisfaction and loyalty of your customers.

Implementing a solid process management solution also reduces cycle times and labor-intensive tasks. Well-controlled and automated processes and systems help reduce the need for extensive audits—both internal and external. And with visibility into operations, you can often more easily identify low margin or loss-leading business and reporting units, customers, processes, products and more.

Several manual steps. Or one automated process with full control.

Make your business and IT processes more consistent and predictable without relinquishing control over the steps taken or the outcome achieved – add LANDesk® Process Manager to your existing LANDesk® systems and security management solutions.

Using LANDesk Process Manager, you can create consistent, predictable IT workflows that automate redundant maintenance tasks to save you time, hassle and money.

Say your IT administrator manages 2,500 systems and:

- He/she patches 80% of those systems twice monthly.
- 40% of the patch process involves redundant tasks.
- Each patch takes six minutes of his/her time.
- Finance estimates his/her total hourly cost (wages, space, healthcare, equipment, etc.) at \$75 per hour.

At that rate, each year, IT spends 4,800 hours to push 48,000 patches at a cost of \$360,000. If you automate your patch process with LANDesk Process Manager and LANDesk® management solutions, you can potentially save 1,920 IT hours and \$144,000 annually. And that's assuming that just 40% of your current patch process involves redundancy.

Learn more at

www.landesk.com/automate/

Key Features

Ease-of-Installation, Use and Flexibility

- Automates the change approval and documentation process with a flexible, easy-to-manage tool.
- Lets users compare data at a glance with a graphical report dashboard.
- Easily integrates with third-party solutions using process integration modules.
- Allows users to approve or deny a task using many popular mobile phones.
- Allows manual steps to be included in an automated workflow.
- Gives you anytime online access to multiple ready-to-use templates for HR processes, change management, systems and security management and more; includes access to templates as soon as they're released – no waiting for an upgrade.
- 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.

Scalability and Cost Efficiency

- Scales with your needs—implement in a specific area or business unit and easily extend to more areas as desired.
- Sends change requests directly to service providers to reduce manual data entry.
- Uses a scalable, enterprise process management engine.

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 can have permission to manage, modify or even read a workflow.
- Allows users to pause, resume or cancel an active workflow.
- Provides version control for changes made to workflows, including the ability to roll back to previous versions.

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, and so forth, for proof of control and support for any audit.

- Captures a variety of metrics from live processes using customized reports that enable process owners to manage resources and optimize business processes.
- Provides access to many predefined reports for throughput, volume, completion, audit history, documentation analysis and more.
- Offers real-time access to reports.
- Allows users to create and save favorite reports or create ad hoc reports.

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.
- Directly integrates with Remedy and provides common workflows between Remedy and LANDesk® solutions.
- Interfaces with LANDesk® Service Desk 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 DSView 3.X to automate data center processes and enhance the audit trail for DSView users.
- Includes built-in actions to quickly build and execute LANDesk® solution-specific processes, as well as executes Java, VB and SQL scripts.
- Integrates with PC life cycle management tasks by automatically installing agents on new devices and adding/deleting devices.
- Offers full support for Vista environments.
- 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.
- 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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