

Product	ChangeGear Change Manager	ChangeGear Service Desk	ChangeGear Service Manager
Licensing			
License Type	Subscription	Subscription	Subscription
User Licensing	Named or Concurrent	Named or Concurrent	Named or Concurrent
Asset Licensing	Discovered or Managed Assets with CMDB Option	Discovered or Managed Assets with CMDB Option	Discovered or Managed Assets with CMDB Option
Process Modules			
Incident Management		X	X
Problem Management		X	X
Change Management	X	X	X
Release Management	X	X	X
Knowledge Base Management		X	X
Service Catalog		Option	X
Service Portfolio		Option	X
Service Request Management		X	X
Configuration Management (CMDB)	Option	Option	X
Asset Management	Option	Option	Option
User Experience			
Persona-Based & Team Dashboards	X	X	X
Personalized Workspace	X	X	X
Dynamic Forms & Fields	X	X	X
User Center	X	X	X
Mobile Experience	X	X	X
Intelligent Search	SQL Search	Elasticsearch	Elasticsearch
Standard Reporting	X	X	X
Single Published Self-Service Portal	X	Optional (One-Time 5 Pack)	X (Default 10 Included)
Multiple Published Self-Service Portals		X	X
Multi-Language Self-Service Portal	X	X	X
Email Conversation Management	X	X	X
Announcement Calendar	X	X	X
User Satisfaction Survey		X	X
Survey Management		X	X
Icon Library	X	X	X
Integration Management	X	X	X

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<b>Automation</b>			
Asset Auto Discovery (RDE)	Option	Option	Option
CMDB CI Auto Discovery (RDE)	Option	Option	Option
Business Policy Automation	X	X	X
SLA Management	X	X	X
Template Management	X	X	X
Approval Routing	X	X	X
Email Approvals	X	X	X
Email Notifications	X	X	X
Email Ticket Creation	X	X	X
Task Management	X	X	X
SMS Notifications	X	X	X
VIP Ticketing	X	X	X
Global View Management	X	X	X
Workflow Automation	X	X	X
Configuration Auditing	CMDB Option	CMDB Option	X
Business Service Mapping	CMDB Option	CMDB Option	X
<b>Advanced Change Features</b>			
Multi-Modal Change Processes (ITIL, DevOps, Business, & More)	Option	Option	Option
CAB Meeting Management	Option	Option	Option
Forward Schedule of Change	Option	Option	Option
Change Log Tracking	Option	Option	Option
Pre-Authorizations	Option	Option	Option
Change KPIs & Reports	Option	Option	Option
Change Window & Blackout Period	Option	Option	Option
<b>Advanced Enterprise Features</b>			
Multiple Organizations		Option	X
Multiple Workday Schedules for SLAs and BPAs		Option	X
Ticket Routing (Load Balance, Round Robin)		Option	X

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Luma Features/Products			
Standard Pack			Option
Advanced Pack			Option
SmartQuery			Option
Virtual Agent			Option
Configuration			
Microsoft.NET 4.8 Architecture	X	X	X
Directory Services Authentication	Microsoft AD, LDAP, ADFS, SAML 2.0	Microsoft AD, LDAP, ADFS, SAML 2.0	Microsoft AD, LDAP, ADFS, SAML 2.0
Role & Team Security	X	X	X
Web Services SDK	X	X	X
REST API	X	X	X
Global Label Editing	X	X	X

Luma Feature Packs	Standard Pack	Advanced Pack	Standalone Features
Luma (Formerly Willow) & Machine Learning	X	X	
Field Recommender	X	X	
Suggestion Center	Limited to KB & IR	Multi Sources	
Smart Responder	X	X	
Image Recognition	X	X	
Trending Events	X	X	
Smart Image		X	
Smart Voice		X	
Smart View		X	
Sentiment Analysis		X	
IntellAssign		X	
Predictive Analytics & Smart Dashboard		X	
Smart Query			X
Virtual Agent			X
Knowledge Management			X

### About Serviceaide

Serviceaide is a leader in modern service management. Serviceaide's vision is to transform service management, across ITSM, ESM, and Customer Service. Serving customers around the world, Serviceaide applies breakthroughs in artificial intelligence, machine learning, and natural language processing to deliver better experiences, provide enhanced self-service and empower service owners. Serviceaide transforms service through digital labor conversations, automation, and knowledge.