

Business Process Management



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LANDesk®





Improve All of Your IT Processes with Minimal Impact on Your Organization

“Building and making changes to any change process, even minor ones, is extremely labor-intensive. Autobahn™ software and its workflow designer, which is icon-driven, make process building a simple drop-and-drag process, with the ability to edit on the fly, making us much more efficient and effective.”

HEATHER STRICKLAN
ITIL CERTIFIED MANAGER AND
MANAGER OF IT CHANGE
MANAGEMENT US FREIGHTWAYS
CORPORATION

“Enterprises that continue to hard code all flow control or insist on manual process steps, and that do not incorporate BPM’s [business process management’s] benefits, will lose out on the agility and flexibility that is beginning to characterize twenty-first century business.”

JIM SINUR
VP, RESEARCH DIRECTOR
GARTNER
“BUSINESS PROCESS
MANAGEMENT’S
NEXT BIG ADVENTURE,”
U.S. SYMPOSIUM/ITXPO
OCT. 6–11, 2002

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 flounders. You can try and work out the process of change yourself, or you can implement an easy-to-use solution that automates business processes and that helps keep your IT services in constant alignment with the needs of your enterprise. Such a solution can give you the agility to easily make constant improvements and much more.

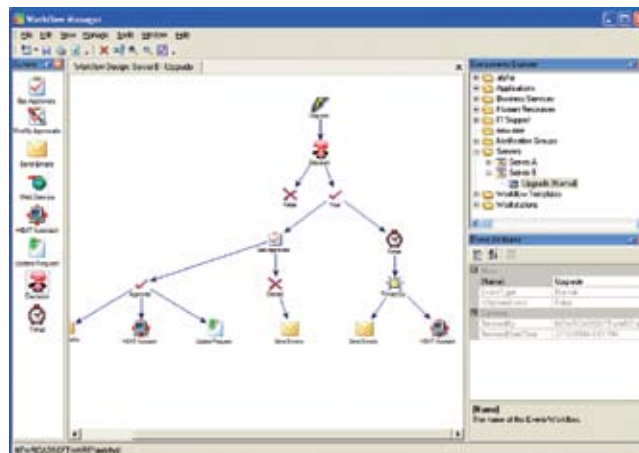
Autobahn™ Business Process Management from LANDesk: Efficiency at the Speed of Change

Autobahn™ business process management software from LANDesk combines the ease of use and scalable technology your enterprise needs to improve all of your IT and business processes. Deploy it and empower your enterprise with Information Technology Infrastructure Library (ITIL) service management solutions that can help improve the productivity of your users and your IT staff, increase your ability to adapt to frequent changes and reduce your IT costs.

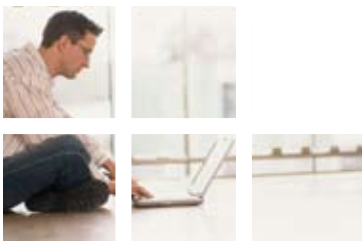
With Autobahn business process management your enterprise can:

- Improve business efficiency and effectiveness by improving and automating processes for a relatively inexpensive investment.
- Gain or enhance ITIL discipline and best practices across your enterprise.
- Help your IT organization with compliance issues surrounding regulations like Sarbanes-Oxley, Combined Code for Corporate Governance, Bilanz Reform, HIPAA and more.
- Better manage the execution of processes and the people involved in them.
- Achieve better alignment between your business processes and corporate objectives.
- Quickly and efficiently respond to changing business conditions while ensuring minimal impact to your enterprise.
- Obtain ROI and reduce costs.

Using a .NET framework, the Autobahn™ business process management solution from LANDesk is a secure, stable software solution that is easy to implement and that integrates with your existing call tracking, ERP, CRM, financial, operational and other solutions. And it makes it easy for anyone in your organization—regardless of skill level—to participate in business processes and manage their own workloads as well as the workloads of colleagues.



The Autobahn™ business process management solution from LANDesk makes building and editing a process as easy as dragging and dropping an icon.



Improve Business Efficiency and Effectiveness

Autobahn™ business process management software from LANDesk lets your enterprise automate business processes and empowers you to address a wide range of business needs and functions—including accounts payable, procurement, human resources, order management and more.

Whether you're in the business of financial services, insurance, healthcare, government, manufacturing or any other, for a relatively inexpensive investment, your organization can use Autobahn™ software to improve the productivity of your users and your IT staff, increase your ability to adapt to frequent changes and reduce your IT costs.

Autobahn software's drag-and-drop graphical user interface empowers virtually anyone in your organization to quickly and easily create and deploy a business process that works the way your organization works and without bothering your IT staff. And Autobahn software lets you automate the change approval and documentation process by providing clients and workgroups with a flexible easy-to-manage tool and access to all relevant current and historical information associated with change requests.

Automated processes can be designed and deployed in minutes or hours rather than days or weeks. And everyone involved saves time and can make updates faster and more easily.

Gain or Enhance ITIL Discipline and Best Practices

The easy-to-use, easy-to-implement, easy-to-scale Autobahn™ business process management solution from LANDesk offers change management, incident management, configuration management, IT service continuity management and other capabilities to empower your enterprise with ITIL best practices and discipline.

Change management functionality ensures your IT organization follows enterprise standards and procedures, so your IT team can efficiently implement enterprisewide changes without creating enterprisewide impacts. Autobahn software lets IT identify, record and classify incidents and quickly restore affected services, ensuring you achieve and maintain the best levels of availability and service possible. It lets you automate how you manage, identify, control and maintain all your existing configuration items, removing your current manual solution and replacing it with an automated, scalable, fast, efficient process. And it supports the overall business continuity management process by ensuring that required IT technical and service facilities are recovered within required and agreed-to timeframes.

Ensure Standards Compliance

Autobahn™ software provides the necessary functionality to ensure your IT organization follows company standards and procedures to ensure that your IT department can efficiently implement enterprisewide changes without creating enterprisewide impacts. And it can help your IT organization with compliance issues surrounding Sarbanes-Oxley (SOX), Combined Code for Corporate Governance, Bilanz Reform, HIPAA regulations and more.

For instance, in order to achieve ongoing SOX compliance, CFOs need to be able to guarantee that financial information is consistently and accurately tracked from source to disclosure while providing insight into changes and adjustments that occur along the way. With the Autobahn™ BPM solution, you can monitor compliance metrics alongside other financial and operational metrics on an ongoing basis. And your finance staff can easily and continually self-assess their control environment with an emphasis towards remaining compliant and/or improving weak areas.

Obtain ROI

The investment of time and money in the Autobahn™ BPM solution comes back to your enterprise in the form of increased visibility and improved processes. Improved budgeting and planning yield more consistent, predictable results to give your organization a better chance of obtaining revenue and earnings forecasts, which reassures investors and ultimately increases the value of your enterprise.

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

One Integrated Solution

Just like leading LANDesk® systems and security management solutions, the Autobahn™ business process management solution lets you leverage your existing technology for minimal impact on your bottom line.

- Integrates with leading ERP and CRM enterprise applications, including SAP, PeopleSoft, Siebel, Oracle and Lawson.
- Integrates with Microsoft products, including Microsoft BizTalk Server, SharePoint, Visio, Office and Exchange.
- Integrates with Thin Forms, ASP .NET forms, Adobe PDF forms and Microsoft InfoPath forms.
- Integrates with e-mail systems and handheld devices.
- Complements LANDesk inventory, asset management, software license monitoring vulscan capabilities and more.
- Works with LANDesk® Connectors for Remedy, Peregrine, Magic and HP Openview.



Key Features

Easy of Use and Flexibility

- Automates the change approval and documentation process by providing clients and workgroups with a flexible easy-to-manage tool and access to all relevant current and historic information associated with change requests.
- Significantly improves the efficiency of communications by facilitating direct collaboration among clients and workgroups.
- Lets users easily compare data at a glance with a graphical report dashboard

Scalability and Cost Efficiency

- Easily lets you handle the ever-changing needs of your business structure by letting you add or remove business units at any time.
- Facilitates easy implementation—try it in a specific area or business unit and extend to more areas at your own pace.
- Allows you to reduce the time and expense of phone calls and paper-based systems by electronically documenting what is communicated.
- Lets you send change requests directly to a service provider, reducing the need for data to be manually reentered in e-mails and on work orders.

Configuration Manager

- Proactively orchestrates and monitors the execution of business processes using a scaleable, enterprise BPM engine.

Database Manager

- Provides a collaborative design environment for teams of IT designers.
- Converts business processes into deployable solutions integrated with databases, electronic forms, business rules and other processes and systems.

Workflow Manager

- Enables business process owners and analysts to design, model, document and optimize business processes without bothering IT.
- Makes building a process a simple drag-and-drop activity and provides the ability to edit on demand—increasing efficiency and effectiveness.

Web Interface

- Provides a flexible and configurable user interface to let end users at different skill levels participate in business processes and manage their own workloads as well as the workloads of subordinates.
- Provides an efficient communication channel to clients and service providers and requires nothing more than access to the Internet, making it ideal for enterprises with mobile workers and multiple locations.
- Includes client access to forms for capturing and displaying business information and decisions; integrates with Thin Forms, ASP .NET forms, Adobe PDF forms and Microsoft InfoPath forms.

Report Designer and Scheduler

- Captures a variety of metrics from live processes using customized reports that enable process owners to manage resources and optimize business processes.
- Allows users to send reports by Web or to e-mail distribution lists to ensure clear communications across your enterprise.

System Requirements and Platform Support

For a complete list of hardware, software and client platform support, see the LANDesk Web site at www.landesk.com.

Pricing

For information on per-node pricing for Autobahn™ business process management from LANDesk, contact LANDesk or your LANDesk Expert Solution Provider.

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