



Simple solutions for complex processes

Revolutionise your support
with IncidentMonitor™
ITIL-compliant service
management solution.
The most complete, easy
to use and easy to implement
solution in the market.

IncidentMonitor™

You know how important it is to get the attention you need when you are looking for support. IncidentMonitor™ will help you to provide the support demanded by your end-users, according to your business philosophy. You simply define the rules and IncidentMonitor™ will adapt to support your needs. Do you need to implement ITIL processes? Again, no problem! IncidentMonitor™ comes out of the box with ITIL-compliant templates - for free!

IncidentMonitor™ for Management

We know that having easy access to information is critical to the business manager. IncidentMonitor™ comes out of the box with unlimited possibilities for reporting:

- View the performance of the company live and interactive using the dashboards
- Create, schedule and email reports
- Access your custom reports from within IncidentMonitor™
- Filter data on the fly using a "Query-by-Example" feature in the advanced Report Query functionality
- Easily export lists to MS Excel, with one click of a button
- View advanced overviews

We understand that reporting is not the only requirement from management.

Management also requires: efficiency, total control of IT and commitment to international standards and laws.

- IncidentMonitor™ will support your ITIL and Sarbanes-Oxley (SOX) processes
- The intelligent workflow engine makes it possible to automate any process, such as new hire and purchasing.
- Define unlimited levels of security roles.
- View audit trails
- View workflows graphically
- And many, many more

IncidentMonitor™ for the Service and Helpdesk Manager

As a service or helpdesk manager you are responsible for meeting the SLAs defined within your organisation. In order to achieve this you need to be able to rely on a service management tool which takes the load off your shoulders. You should be able to quickly see how tickets are being processed; which resources are assigned to tickets, the status of questions, etc. You may also need to re-assign high priority tickets to senior resources for a quick resolution. Well, look no further IncidentMonitor™ has it all!

- Integrated Knowledge Base
- Integrated CMDB
- Integration with any monitoring tool (IBM Tivoli, HP, MOM, Operation Manager, etc)
- Helpdesk, incidents, problems, changes, etc.
- Intelligent routing
- Auto assignment
- Queuing
- Task based system
- LDAP Integration
- Unlimited attachment to a ticket
- Linking-parent/child relationships
- Time/date stamping
- And many more



IncidentMonitor™ for the Service Desk Employee

As the Service Desk employee there is nothing more time-consuming than ticket documentation. However, ticket documentation is important and having it available will help the next time a similar situation occurs. We at Monitor 24-7 understand this. In order to minimize the time it takes to log a ticket we have developed IncidentMonitor™ with short-cuts which will help you.

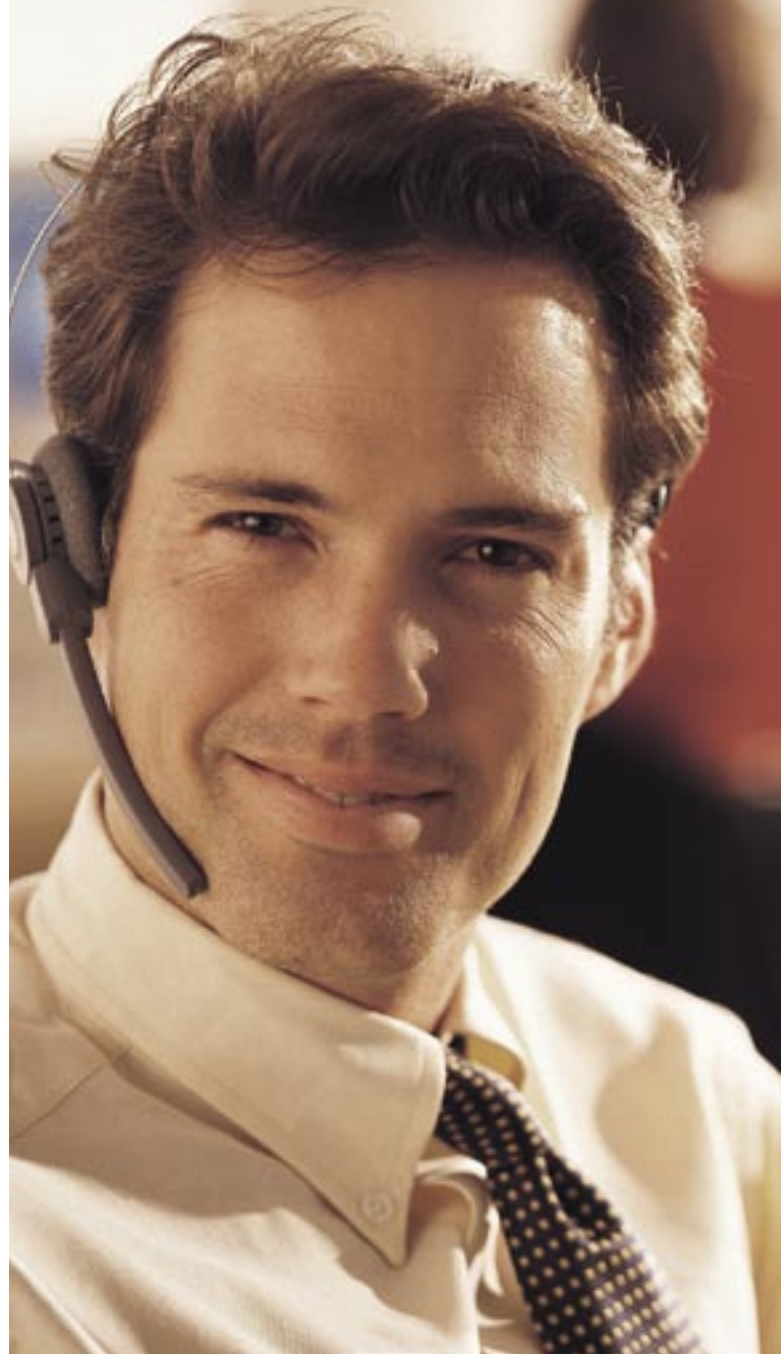
- Quick logging templates
- Service Catalog
- Auto Assignment
- Auto approval messages to management
- Short keys (web and windows interfaces)
- Auto time recording
- Merge possibilities to Office docs
- Direct access to KB articles directly from within the ticket
- Auto register incoming emails
- And many more

IncidentMonitor™ for the end user

You enjoy your job. You like what you do and you are good at it. You want to focus on your daily tasks and you know the equipment around you is there to help you do your job better. Occasionally the equipment fails and now you are dependent upon the helpdesk to get it fixed. You want the issue resolved as soon as possible. IncidentMonitor™ is here to help.

- Log-in is quick and easy through the service portal
- Find the answer in the Knowledge Base
- View the status of outstanding issues
- Run reports
- And many more

We at Monitor 24-7 realise that the service portal gives opportunities to organisations which go far beyond IT. Have you ever thought of managing other user requests through a central system? Simply use our Service Catalog and manage questions around New Equipment, Vacation, Training, Moving, etc.. With a centralised service portal, the user always knows where to go to log a service request.



Datadrill 'IncidentMonitor™ has allowed us to prioritize daily tasks, as well as follow up with items later on. The reports provided are helpful to analyze trends, and address changes as necessary in the Support Centre.'

Steve Knapp,
**System Administrator,
Help Desk Coordinator**



Monitor 24-7 Inc

Monitor 24-7 Inc has been dedicated to building software solutions for improving customer service since 1999. Our award winning enterprise service management solution, IncidentMonitor™, has helped many organisations - large and small - to get total control over their support processes. Monitor 24-7's team of experienced business and technology leaders applies a hands-on approach to product development & customer service. Their combined wealth of knowledge and industry experience opens the door to greater opportunities and success for the company and all it's customers.

Most of our Sales, Marketing and Product Development team leaders have backgrounds with various enterprise service management organisations and large consulting firms. This proven track record is leveraged when setting strategic directions with our products.

Every person on the Monitor 24-7 team has at least 10 years of industry experience. Most of our technology leaders have 15 - 20 years of industry experience with transaction processing systems across a multitude of vertical industries. This wealth of knowledge guides the evolution of IncidentMonitor™ by using emerging technologies to provide leading edge solutions.

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