IncidentMonitor™ SaaS
On Demand ITIL and Helpdesk

IncidentMonitor

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™ SaaS, enterprise on demand helpdesk

and ITIL-compliant software at a small business price!

IncidentMonitor™ SaaS

You know how important it is to get the attention you need when you are looking for support. IncidentMonitor™ SaaS 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? No problem! IncidentMonitor™ comes out of the box with ITIL-compliant templates - at no cost!

Hosted Enterprise IT Service Management

Are you looking for an enterprise class solution to support your helpdesk or ITIL implementation; but you haven't got the time and money needed to purchase and configure the hardware and software needed to run an enterprise solution? IncidentMonitor™ SaaS gives you everything you need without the high overhead costs. Access from wherever you are, 24 hours a day, by simply using your web browser.

Our Philosophy

We have a clear and simple mission - provide you with the flexibility of your own system without the time and cost limitations. IncidentMonitor™ SaaS is our Enterprise solution running within a hosted environment, with all of the benefits of an enterprise solution - power and flexibility. Also, Monitor 24-7 provides the unique option to move from SaaS to a local install, if your business requires it.

IncidentMonitor™ SaaS Features

- ITIL-compliant templates
- Management Information at your fingertips, Advanced Reporting Features including live and interactive dashboards
- Scheduled reporting
- Service Catalog
- Quick Logging templates
- Auto time recording
- Email integration
- Workflow management
- Integrated Knowledge Base
- Integrated CMDB
- Integration with monitoring tools
- LDAP integration
- Queuing
- Intelligent routing
- Advanced SLA

IncidentMonitor™ SaaS for Small Business

Small businesses have different requirements to large enterprises. Nevertheless, we believe that small businesses are just as important as the largest enterprises! With IncidentMonitor™ SaaS you do not incur high cost for advanced features. We simply give you what you need at a clear and simple price. You can start with our helpdesk process and when you are ready, you can then simply move forward with an additional process.

IncidentMonitor™ SaaS Small Business Pack has a low monthly subscription fee per resource. Ask for the details. Let us surprise you!

**IncidentMonitor™ SaaS
for Enterprise**

Enterprises often need to commit to industry standards such as ITIL and Sarbanes-Oxley (SOX). IncidentMonitor™ SaaS gives you this. Simply use our PinkVerified® ITIL templates or build the flows exactly according to your business requirements with the help of our experienced consultants. IncidentMonitor™ SaaS comes with advanced reporting capabilities, interactive management dashboards, advanced workflow capabilities, integrated CMDB, integrated LDAP, integration to any monitoring tool, integrated knowledge base, integrated email, and many more.

**IncidentMonitor™ SaaS
for Enterprises runs in
your own instance at a
low monthly subscription
fee per resource.
Ask for the details
and let us surprise you!**

Ask for more details

about our service!

Why manage your

own software

and hardware if we

can do it for you?

City of Maryville, TN
'We manage a network of 1850 PC's and 40 servers. Last year, approximately 2500 calls for service were received. The IncidentMonitor™ system allows us to prioritize calls, organize staff work flow, manage the service process, and ultimately provide a higher level of customer service.'

**Christine Mincy,
Information Technology
Systems Support 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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