



## Overview

IncidentMonitor™ is an Enterprise Service Management solution, which allows customers to support Sarbanes-Oxley compliance and the implementation of ITIL® processes. IncidentMonitor offers a state of the art solution for customer support through feature rich capabilities, such as service catalogs, enterprise asset management, business process automation, policy-based management and out of the box integration with any Network Management System (NMS).

IncidentMonitor contains a comprehensive set of tools that enables your service desk to deliver superior customer service which is unparalleled in the industry. This comprehensive tool set includes:

- ✓ Windows, Web, e-mail and PDA capabilities for your staff, end users and management.
- ✓ A policy-based service level management engine that ensures adherence to your service agreements.
- ✓ A comprehensive workflow engine that enables you to route requests and ensure processes are followed.
- ✓ Skills-based routing enables you to define teams of skill sets to ensure that the proper individual receives the request at the proper time.
- ✓ Queuing that allows you to set up any number of queues for your different teams.
- ✓ Activity levels that enable you to model your organization or process hierarchy for automatic and/or manual request escalation and skill-set configuration.
- ✓ Project definitions that allow you to configure multiple types of service/workflow environments in the same installation (i.e Support, Sales, R&D and Human Resources can be configured within a single IncidentMonitor installation) all residing in the same database in a secure, seamless manner.
- ✓ Channel independence which allows request collaboration/submission through Windows, Web, PDA, e-mail, XML and COM interfaces.
- ✓ Customizable formatted HTML messages to brand your service desk.
- ✓ Unlimited, automated asset management.
- ✓ A scalable solution built on Microsoft™ Server technologies.
- ✓ Single click automatic match to known errors/problems.
- ✓ Service Catalogs/electronic forms can be easily created based on the type of service provided to your customer. The user simply selects the service required and all defined workflows and policies are executed.
- ✓ Enterprise asset management including location, domain and financial management of all IT and non-IT assets.

Even with this comprehensive set of capabilities, IncidentMonitor can be deployed within your organization in a matter of days, not weeks or months.

IncidentMonitor arrives with an unlimited number of contacts and assets for a service desk solution that enables your organization to provide the level of service your customers deserve and desire - *without breaking the bank!*

Your organization along with your external business partners (if applicable), can collaborate to solve service issues or requests. Contacts and Customer Service Representatives (CSR) can collaborate in an audited, real-time, time tracked and billed discussion environment to resolve issues in an efficient and timely fashion.

Your customers are kept up to date throughout the service process life cycle via custom defined notification messages coupled with the ability to interact in real-time through IncidentMonitor's Web, PDAs and e-mail interfaces. Additionally, you have the ability to define how much or how little of the data you would like the end user to view via role-based security.

Request#	Contact Name	Label Task	Task Date	Assigned To	Activity Level	Opened	Severity	Priority	Category	State
ITILC3	John Smith	Change Request	03/16/2004 10:09	Jane Support	Submission	03/16/2004 20:09	Low	Low	Request For Ch...	Open
ITILC4	John Smith	Implementation	03/19/2004 14:24	Frank Platt	Assessment	03/17/2004 13:30	Low	Low	Request For Ch...	Open

Task	Start Date	End Date	Recording Resource	Assigned Resource	Activity Level	Status
Follow up call scheduled with contact	03/19/2004 15:00	03/19/2004 12:14	Jane Support	Jane Support	Submission	Complete
Service Degraded	03/19/2004 14:30	03/19/2004 14:30	Frank Platt	Jane Support	Submission	Complete
Service Degraded while investigation of problem occurred	03/19/2004 14:00	03/19/2004 12:11	Joe Support	Jane Support	Submission	Complete
Follow up call scheduled with contact	03/20/2004 11:05	03/19/2004 12:12	Jane Support	Jane Support	Submission	Complete

So read on to see how IncidentMonitor can help your organization today. Your service desk's effectiveness and resolution rates will significantly improve resulting in a quantifiable Return On Investment (ROI). Use our ROI calculator and see how IncidentMonitor can pay for itself within a few months instead of waiting several years. In today's fast-paced business environment, maintaining a competitive advantage while reducing your overall costs is paramount. IncidentMonitor is your answer to this industry dilemma!

## ITIL®

IncidentMonitor has achieved PinkElephant PinkVerify™ certification for supporting the ITIL compatible processes for Enhanced Service Support. ITIL is the most widely accepted approach to IT service management in the world. ITIL provides a cohesive set of best practices, drawn from the public and private sectors internationally. ITIL certification is a rigid test of software to make sure it complies with a set of standards for service management and full traceability for all operations.



IncidentMonitor supports Incident, Problem, Change, Service Level and Configuration Management processes out-of-the-box. Given IncidentMonitor's process automation capabilities, the out-of-box processes can be easily modified to support your company's specific requirements.



This product has been verified as meeting the minimum functional requirements for ITIL compatibility by Pink Elephant - The ITIL Experts.

### Sarbanes-Oxley Compliance

The role that IncidentMonitor plays in supporting Sarbanes-Oxley compliance is two-fold. IncidentMonitor can be used to create automated workflow processes with authorization points throughout the process while keeping a complete transaction journal and audit trail for all business processes. This provides the ability to have any business process fully compliant while satisfying the auditor's requirements for full process control. Secondly, IncidentMonitor addresses the required points in the act for internal control by complying with the requirements for IT systems.

IncidentMonitor is PinkVerify™ certified for supporting the ITIL compatible processes for Enhanced Service Support. The ITIL framework is part of the foundation for the COBIT model and addresses most of the requirements of the Sarbanes-Oxley Act from an IT systems perspective. COBIT was explicitly chosen as the tool of choice external auditors to use in IT audits for Sarbanes-Oxley compliance.

IncidentMonitor has additional features that go well beyond the standard ITIL PinkVerify™ certification to address requirements of the Sarbanes-Oxley Act.

The five major IT control areas that need to be addressed are:

- 📌 Security administration
- 📌 Application change control management
- 📌 Data management and disaster recovery
- 📌 Operations and problem management
- 📌 Asset management

Each of the major IT control areas can be addressed with standard features of IncidentMonitor. This means that our customers don't need to use multiple products or add-on modules to achieve the control objective. In addition, IncidentMonitor can also be used to enforce any business process in order to manage your control objectives for any business unit.

### Software Clients

IncidentMonitor includes Windows, Internet Explorer, Netscape Navigator and PDA Internet clients. The complete object model is exposed allowing you to create your own custom interface, if desired. In addition, contacts and resources can fully interact with the IncidentMonitor repository through e-mail. This enables anyone in your organization to issue and manage requests while IncidentMonitor ensures that the proper routing, workflow and service levels are adhered to, regardless of the access channel used.

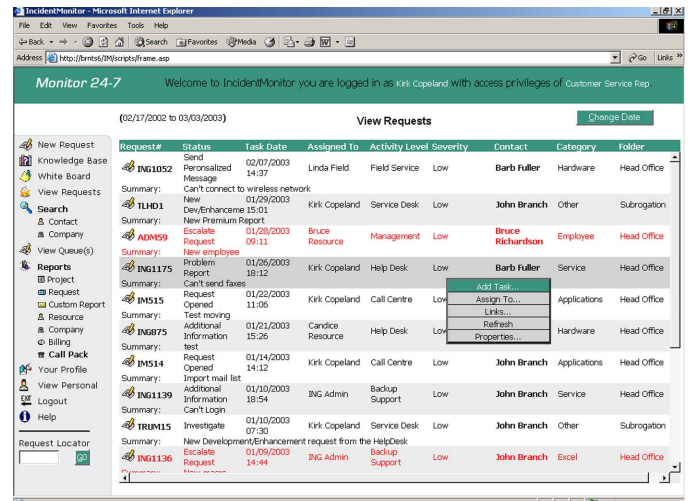
### Projects and Folders

A project in IncidentMonitor allows you to create an environment dictating the workflow, resources involved, request categorization, activity levels for escalation, service level rules and contacts within a given area. You can set up projects such as Human Resources, Defect Tracking, Sales Tracking, Support Tracking and Customer Relationship Management (CRM). You are limited only by your imagination in this area.

A folder allows you to define a container to hold requests based on an organization's layout, such as geographical location or business unit. Each project can contain any number of folders based on your requirements. You can define the baseline service metrics such as service hours for each folder. This allows you to have different service levels for each geographical location or business unit.

### Activity Levels

IncidentMonitor provides user-configurable activity levels that denote your escalation procedures and workflow within your process or organization hierarchy. This, coupled with the service level rules, provides an industry-leading approach to customer satisfaction.





## Service Level Management

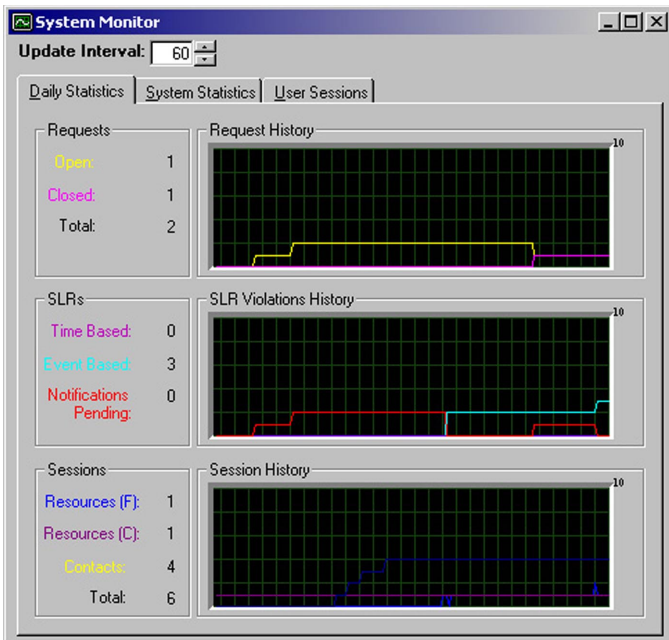
IncidentMonitor provides a fully customizable service management engine that allows you, the user, to define your own service level rules based on your contractual obligations. The engine supports both time-based and action-based rules allowing you to trigger rules at any point throughout the service cycle. A rule can be triggered on the creation, update or completion of an item.

Anytime a rule is triggered you can choose to:

- ☞ automatically color code the request,
- ☞ automatically send an e-mail to a contact or any CSRs involved,
- ☞ automatically escalate the request,
- ☞ automatically send a personalized message,
- ☞ automatically send a network notification,
- ☞ automatically execute VBScript, JavaScript or custom COM objects.

Some of the actions can be easily combined together to change the color of the request in addition to sending a notification message and executing script content.

Service Level Management guarantees that each client is managed in a consistent manner according to your agreed upon service schedule. This prevents your frontline service personnel from using their own discretion regarding notification and response times.



IncidentMonitor provides a proactive approach to customer service, by empowering you to configure the system to warn you of events before the customer thinks you have “dropped-the-ball”.

Augmenting this proactive approach is the ability to statistically analyze your past performance to determine trouble areas for further improving staff education or changes in your process.

## Skills-Based Routing

IncidentMonitor employs a skills-based dynamic load balancing algorithm which monitors all activity. This distributes service requests evenly across your service teams or queues based on real time analysis, the work schedule of your service personnel and estimated task time for existing requests. No more manual monitoring of request queues for work as requests are routed to available resources automatically - *guaranteeing an unsurpassed level of customer service.*

## Requests

The request window provides the ability to quickly locate a contact and fill out their request using categories that you define. You can also create your own fields and put them on the main form.

The Request for Project ITIL Incident Management form includes the following sections:

- Contact Information:** Request, Details, Answers, Assets
- Detail Description:** He is experiencing weird connectivity issues with his wireless card. Connectivity will work for a short while and then stop working. This is happening on his XP laptop machine (see attached asset).
- Subject:** XP wireless
- Request Classification:** Category: Hardware - PC/Laptop, Severity: Low, Sub Category: Wireless NIC, Priority: Low, Owning Resource: Joe Support, Activity Level: Help Desk, Complete By: 03/27/2004 07:45:12
- Custom Core Attributes:** Incident Management Information (Impact: User, Site#: 1326, Transit Number: 2256, Local Store: Yorkdale Mall, Depot Number: 67842, Application: IncidentMonitor v4.0, Sub System: Commerce Server)

All actions regarding a request and the activities that occur within the request are fully audited, so you always know what happened, when it happened and who performed the action.

## Service Catalogs/Electronic Forms

Service catalogs will allow you to increase the level of service you provide to your customers. Customers can now easily access the



services you provide by logging on to the IncidentMonitor's Web interface and with a single click select the service they require—whether they need to log an issue with the helpdesk, request employee information from Human Resources or order a network connection and access from the networking group. Once the service is selected, all policies and workflow associated with the catalog are executed including notifications and skills-based routing as defined by workload balancing and resource availability.

You define the level of simplicity your customers will experience to request the service. Requesting the service can be as simple as a single click to kick off the workflow and policy processes or you can have your customers enter information to kick off a more granular level of workflow and policy management—you decide.

All service catalogs are created within IncidentMonitor's user interface, which means the service catalogs can be created within a matter of hours or days. Once the catalog is defined it can then be published to the web interface by a single click. All service catalogs can be easily created, deployed and updated using IncidentMonitor's GUI

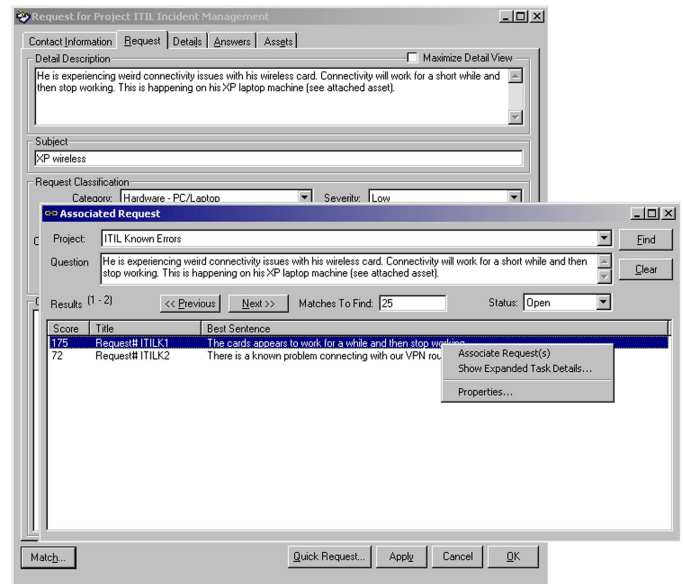
### Request Queuing

IncidentMonitor can operate specifically in a queue mode, skills-based routing mode or any combination thereof based on your service flow requirements.

Virtual queues are defined based on the skill sets of CSRs. This enables you to define, for example, hardware queues and software queues at each specified activity level within your process hierarchy. This will result in hardware and software virtual queues at each activity level as defined by your environment.

### Automatic Matching

IncidentMonitor's knowledgebase can be used to automatically match the current request with known errors or workarounds at the click of a button. This allows you to provide immediate answers to the contact based on their situation.

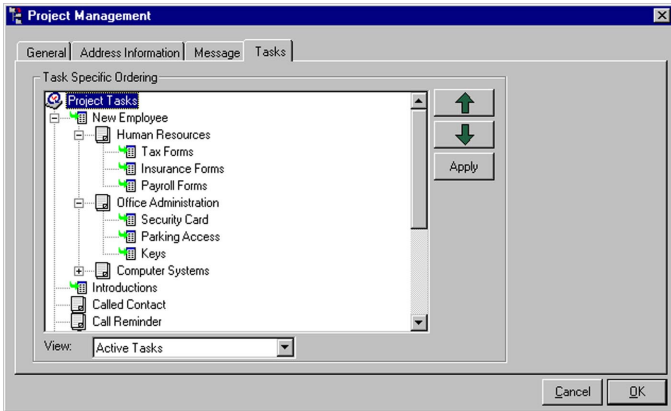


### Workflow

IncidentMonitor's workflow engine allows you to define your process ensuring that service requests are dealt with in a consistent, repeatable manner in your environment.

Whether your workflow is Human Resources, recruiting, defect tracking, helpdesk or change management, IncidentMonitor can ensure the process is followed for consistent, repeatable and predictable results.

IncidentMonitor enables you to combine several workflows within a single project and enables parallel workflows to occur simultaneously. Since IncidentMonitor's workflow has been designed as an integral part of its task management there are no performance penalties for enabling workflow - *just consistent service workflows that are policy based.*



IncidentMonitor's workflow is further augmented with the ability to add your own VBScript, JavaScript or custom COM objects to build your own business rules on top of IncidentMonitor's comprehensive workflow engine.

Additionally, IncidentMonitor's workflow is capable of controlling the tasks (workflow steps) that are available based on the status of a request and the skill-set of the resource servicing the request. This allows you to tailor the visibility of tasks based on the status of the request and the skill-set of the resource.

### Scripting

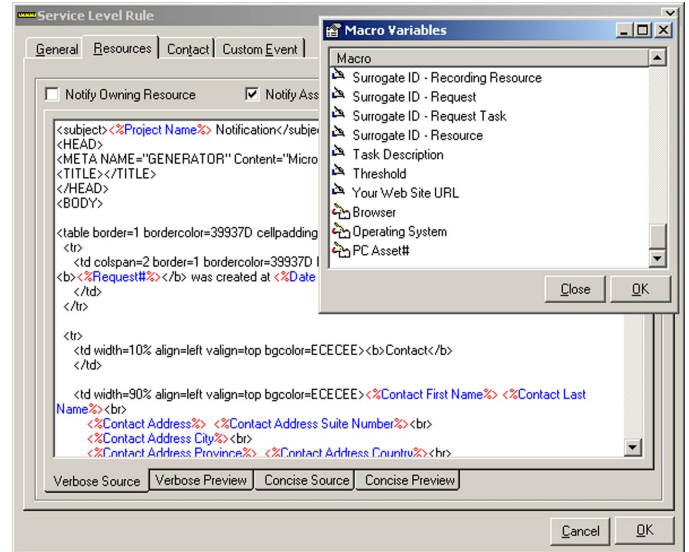
IncidentMonitor's scripting is a powerful tool that allows for the utmost flexibility in service desk technology. Executable content can be attached to Service Level Rules and workflow tasks. This enables you to seamlessly integrate processes, define your own custom business rules, customize IncidentMonitor's routing algorithm and execute code when certain events are triggered.

Whatever you want the system to do it can be accomplished - *it's that powerful!*

### Customized Messaging

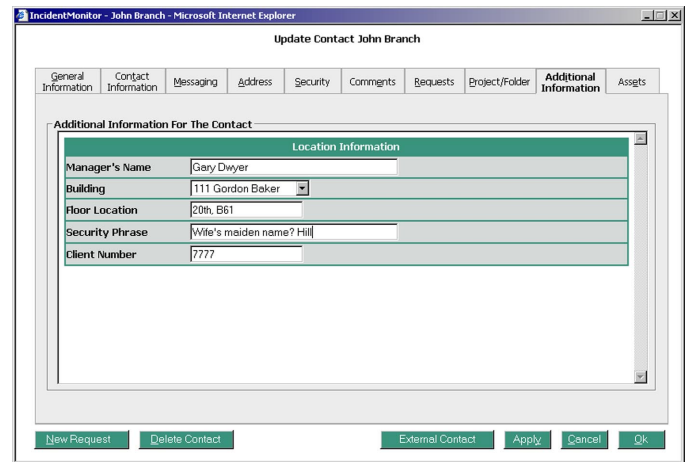
Any time the system must communicate with a user or support personnel, tailored messages will be sent to the person. IncidentMonitor™ provides an extensible macro-based format to generate rich messages for customers and CSRs using various form factor devices (i.e. E-mail, RIM BlackBerry™, Palm VII™, cellphone, pagers, PDAs etc.). Use the built-in macros or easily create your own.

In addition to customized messages based on the device form factor, rich HTML formatting can be defined enabling you to send messages with your service desk branding for a professional look and feel.



### User-Defined Fields

IncidentMonitor allows you to define your own fields for requests, contacts and companies of which any number of fields can be defined. This provides the ability to track contacts, companies and service requests with your own fields.



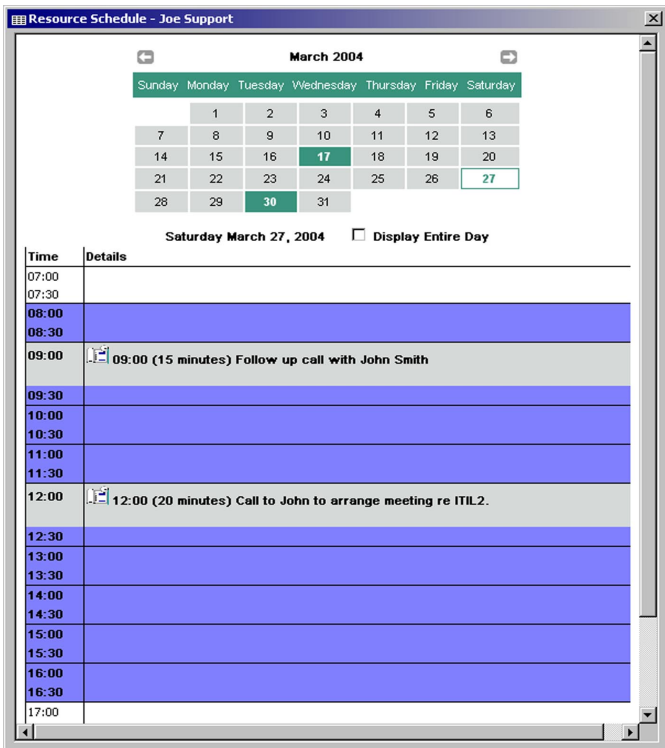
### Request Linking

IncidentMonitor allows multi-level linking of requests within or across projects. This simplifies the management of requests derived from one root request. Optionally, you can close all linked requests when closing the parent request.



## Scheduling

All CSRs, both internal and external (business partners) have a customizable work schedule that can be configured with a normal hourly rate and an overtime hourly rate. This schedule plays a role when determining which CSRs are available when performing skills-based routing of a request. It can also be used to determine the next available time that someone is available.



## Resource Collaboration

IncidentMonitor allows CSRs to collaborate on requests in order to provide the most accurate and timely response to issues. *Guaranteeing a satisfied client every time!*

## Billing

IncidentMonitor manages all time and billing of service actions down to the second allowing you to charge back for services and offer pre-paid services on a per call or a per minute basis. Various reports are available for determining service consumption for users, departments or companies.

## Activity Management

Define your own activities for each project and activity levels which mirror your process/organization hierarchy. In addition, you control who can see which activities and who can perform which tasks. This allows you to present only the information you want, specifically to the parties involved.

Request#	Latest Task	Task Date	Assigned To	Activity Level	Opened	Severity	Priority	Contact Name	Category	Sub Category
ING1243	Assign	02/17/2003 20:53	ING Admin	Second Level	02/17/2003 20:49	Low	Lo		Wireless NIC	Wireless NIC
ING1052	Send Personal...	02/07/2003 14:37	Linda Field	Field Service	10/23/2002 08:51	Low	Lo		Other	Other
TLD101	New Dev/E/In...	01/29/2003 15:01	Kirk Copeland	Service Desk	01/09/2003 20:16	Low	Lo		Other	Other
ADM59	Escalate Request	01/28/2003 09:11	Bruce Resource	Management	01/27/2003 14:47	Low	Lo		New Hire	New Hire
ING1175	Problem Report	01/26/2003 18:12	Kirk Copeland	Help Desk	01/26/2003 18:12	Low	Lo		Fax	Fax
ING875	Request Opened	01/22/2003 11:06	Kirk Copeland	Call Centre	01/22/2003 11:06	Low	Lo		Client Apical	Client Apical
ING875	Additional Informa...	01/21/2003 15:26	Candace Resou...	Help Desk	08/14/2002 09:07	Low	Lo		Accessories	Accessories
ING875	Request Opened	01/14/2003 14:12	Kirk Copeland	Call Centre	01/14/2003 14:12	Low	Lo		Client Apical	Client Apical
ING1129	Additional Informa...	01/10/2003 18:54	ING Admin	Backup Support	01/10/2003 16:29	Low	Lo		Login	Login
FRE3445	Investigate	01/10/2003 07:30	Kirk Copeland	Service Desk	01/09/2003 01:27	Low	Lo		Other	Other
ING1136	Escalate Request	01/09/2003 14:44	ING Admin	Backup Support	01/09/2003 14:26	Low	Lo		Properties	Properties
ACCL11	Validate Forms	10/24/2002 10:46	ING Admin	Wales	10/24/2002 10:38	Low	Lo	Greg Vihari	Manufacturing	Steel
ACCL10	Called User	09/30/2002 13:25	ING Admin	Wales	09/30/2002 12:40	Low	Lo	Bruce Richards	Manufacturing	Steel
LEND11	Additional Informa...	09/02/2002 14:16	Kirk Copeland	Assessment	08/02/2002 14:08	Low	Lo	Bruce Richards	Complaints	Service Com...
ADM42	Parking Access	06/18/2002 10:57	Bruce Resource	Office Administr...	06/17/2002 15:19	Low	Lo	Bruce Richards	Employee	New Hire
CSURV4	Request Open	05/24/2002 10:41	Kirk Copeland	Survey	05/24/2002 10:41	Low	Lo	John Branch	Survey	Very Satisfac...
ADM7	Introductions	02/26/2002 20:32	May Conway	Assessment	02/26/2002 20:18	Low	Lo	Bruce Richards	Jobs	Apply For Job
SEC14	Request Resolved	07/18/2001 14:12	Tom Leader	Security Depar...	07/18/2001 13:59	Low	High	John Branch	Data Set	Mortgage

## Whiteboard

IncidentMonitor's whiteboard is a powerful tool that enables your service personnel to convey known issues to the end user community which can significantly reduce your call volumes.

Additionally, the whiteboard is used to template requests (such as "I forgot my password") for single-click request creation for both resources and contacts. This feature is one of the most widely used productivity enhancement features of the product.

If problems occur that affect a large user community the whiteboard can be updated with this known issue. When users log requests against these posted known issues the resolution of this issue will automatically close all of the requests and notify the end users of the resolution. This significantly reduces support costs for issues that affect large end user communities.

Project	Date	Issue	Status	Severity
Support	02/17/2003 08:31	System outage	Pending	Urgent
		Scheduled maintenance on Saturday		
Corporate Support	02/17/2003 06:27	Router failure	Pending	High
		There is no in-bound/out-bound traffic flowing through this router. The service team is on the case and should be resolved shortly.		
Administration	02/17/2003 14:23	System outage this weekend	Pending	Medium
		Internal systems will be unavailable this weekend starting at 2am.		

To round out the whiteboard functionality, team leaders have the ability to auto-notify service personnel of high priority items with color coding based on the severity of the issue.



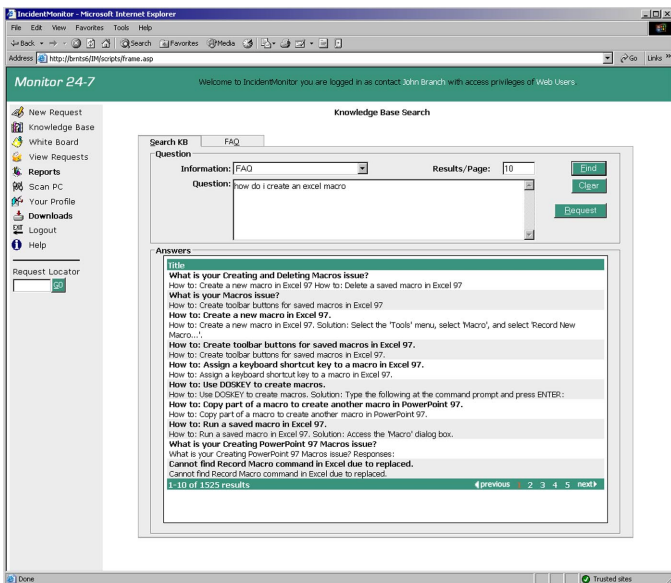
## Self-Service KnowledgeBase

IncidentMonitor provides a natural language search facility allowing CSRs and contacts to quickly search for answers to their questions. You ask questions as if you were speaking to a person e.g. "How do I create an Excel macro?" No more Boolean word searches and primitive filtering.

If you make your documents available to the search engine, it will automatically index your documents and publish them to your user community in a controlled, secure manner. In addition to this, you can use off-the-shelf content that can be made available to the user community in the same fashion.

IncidentMonitor automatically indexes your requests and auto-categorizes them for efficient retrieval of past resolved issues, enabling your staff to be more productive and ensuring a high level of customer satisfaction.

Additionally, IncidentMonitor automatically tracks "Frequently Asked Questions" allowing your users to easily satisfy a majority of their questions with two clicks of the mouse button - off-loading these common questions from your service desk personnel.



The knowledgebase is integrated with IncidentMonitor's request management which enables CSRs, while processing requests, to add hyperlinks or file attachments directly from knowledgebase queries that can be auto-sent via e-mail or viewed through the web interface.

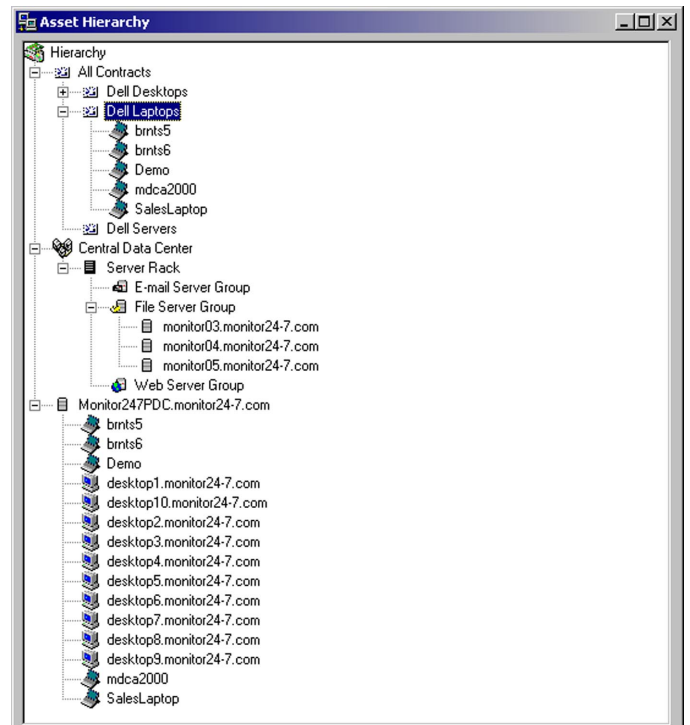
The knowledgebase coupled with the whiteboard provide conduits for your organization to significantly reduce your call volumes while maintaining a superior level of customer service.

## Asset Management

IncidentMonitor supports the inventory and management of an unlimited number of assets. Out-of-the-box, IncidentMonitor ships with an asset profile and scanning agent for personal computers, servers and laptops within your organization that operate any of the Microsoft operating systems. The scanning agent can be invoked by the users through the IncidentMonitor web interface, timed intervals by the systems administrators or run on an ad hoc basis - *it's up to you!*

Asset management allows you to define relationships between the assets that you are managing. You can have an asset that contains other assets and have multiple levels. This allows you to better manage grouped assets.

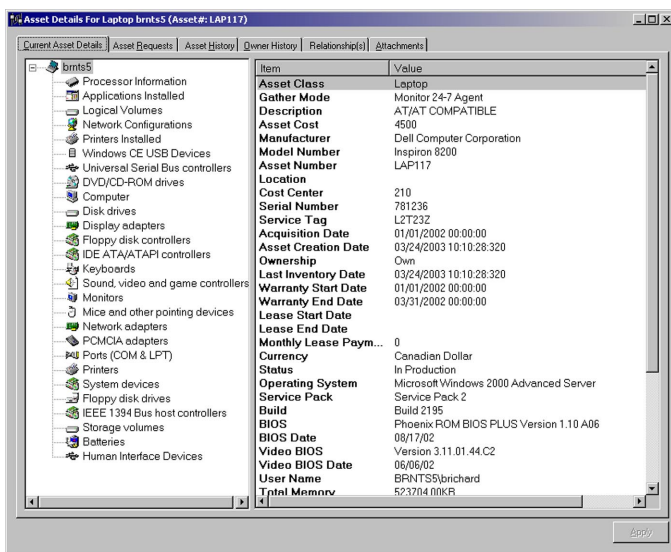
IncidentMonitor also provides the ability to easily add your own asset types that you wish to track. Anything from routers and switches to furniture and kitchenware can be added. These items are defined by you, customized for your environment. Once defined, IncidentMonitor provides the ability to quickly locate owners of assets by searching your assets using the fields you have defined.





Assets are tracked at the company, department or individual level enabling you to define ownership of an asset at any level in your corporation's hierarchy. Warranty and lease information is defined enabling you to easily answer questions such as "show me all devices whose warranty has expired (or are about to expire)."

The flexible nature of IncidentMonitor's asset tracking allows for service personnel to define all assets associated with a request so you can easily ask the question, "What assets are connected to a printer?", and then open a request automatically for all machines that are connected to the specified printer.



Asset management records all of the installed applications on a device. This allows you to quickly review your license compliance by showing the number of assets that have the software installed. This compliance check can be done for any installed application along with any of the installed operating systems.

*It's leading edge asset management without a bleeding edge price - all out-of-the-box.*

## Enterprise Asset Management

IncidentMonitor includes the ability to further extend asset attributes where each asset class can have its own unique set of additional attributes defined. Also included is the ability to segregate assets by location where the location can be broken down by country/province or state/region or county/city/building/floor/room. Coupled with the location specificity is the ability to define domains for assets. To facilitate the gathering of assets IncidentMonitor offers a scanning utility to scan barcoded assets for submission into the CMDB.

Domains are a very powerful virtualization of asset visibility. Roles defined for domains determine if resources can view assets within the domain. This virtualization is applied in all views for assets, including hierarchies!

In addition, the financial properties of the assets have been extended to enable companies to define depreciation schedules for different asset classes and at any time determine the actual value of the entire CMDB or specific locations or domains.

Finally, an add-on module for a tablet PC allows organizations to scan assets in either a connected or disconnected state affording remote work force/offices to scan assets and transfer them to the "live" system when they reconnect to the network.

## Network Management Systems Integration

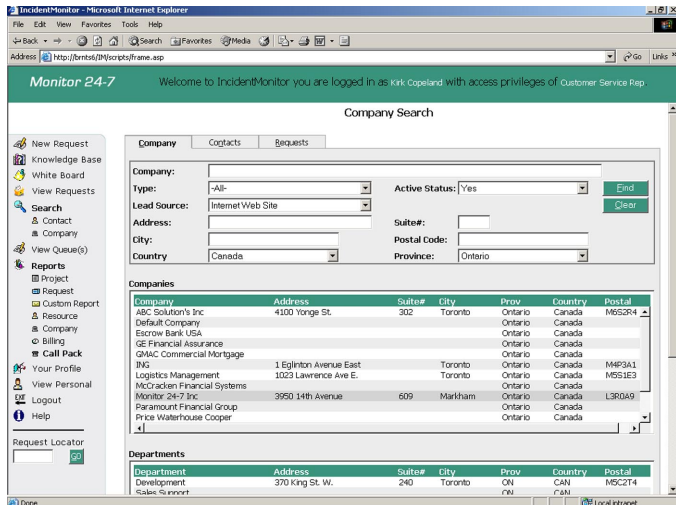
IncidentMonitor provides out-of-the-box integration with most network management systems (NMS) on the market. Using IncidentMonitor's intuitive user interface, the Administrator can define the event and severity of the event that requires action to be taken. Events can create a request and associated a whiteboard item. Once the request is created, IncidentMonitor's robust workflow and policy-based management will ensure that the problem is resolved based on corporate policies.

Once the event is resolved, the NMS can then trigger an event to close the open request and associated whiteboard item. On closing the request, all pre-defined business rules will then be executed with the appropriate notifications being sent out.

## Contact Management

IncidentMonitor provides the ability to quickly locate a contact by standard fields or your own custom fields. Once located, you can see all of the interactions your organization has had with the contact along with any custom information you have defined. Additionally, once the contact is located all interactions for their company can also be viewed. Quick access to contact searches, coupled with a state-of-the-art application design enable you to locate contact(s) within seconds.





IncidentMonitor supports an unlimited number of contacts at no extra cost. This allows you to “roll-out” IncidentMonitor™ within your organization in a controlled fashion without having to worry about any additional costs.

IncidentMonitor also supports synchronization with your network name space. This way you manage your users in one spot and IncidentMonitor gets updated automatically.

## E-mail Processing

IncidentMonitor allows users to create service requests, update service requests and search the knowledgebase by simply sending an e-mail to the system. Any number of e-mail addresses can be supported to match your needs.

IncidentMonitor e-mail processing also allows for acceptance of replies from users to e-mails that were system generated. This closes the loop for all user interactions storing them in the IncidentMonitor repository, creating a single source for all service desk interactions.

*No more inbox searching for out-of-band E-mails.*

IncidentMonitor uses its intelligent matching technology to route the e-mail request to the appropriate personnel based on the topic of the e-mail. No more manual reviewing of requests or profiling of keywords is required to accurately route the request to the appropriate service personnel.

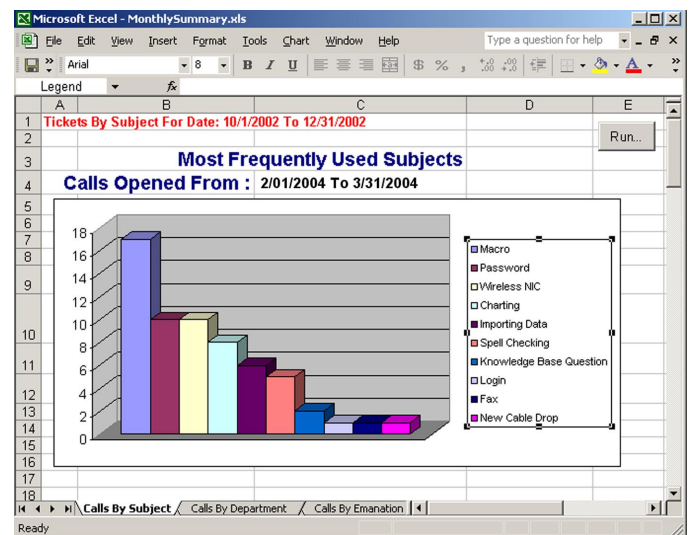
## Reporting/Custom Reporting/Exporting

IncidentMonitor ships with over 85 stock reports that can be augmented and new ones can be added with the aid of our

professional services group or you can create your own snap ins. All reports are controlled via security privileges.

IncidentMonitor’s web-based custom reports allow you to choose the data you want in a report, present the data and allow you to save the data to a tab separated value file for your own use.

IncidentMonitor’s reporting can be further augmented through its standard database views using any reporting tool you are comfortable with connecting to a SQL Server database. Additionally, you can integrate reports directly into Microsoft Word or Excel using IncidentMonitor’s COM interface. This means you can create custom, formatted month end reports at a click of the button - *exactly what a service desk solution should provide.*



## File Attachments

Each request, asset or company within IncidentMonitor™ can support an unlimited number of file attachments of unlimited size. This allows you to attach screen snapshots, macro files, log files, maintenance contracts, corporate network diagrams etc. through either the Web or Windows interface.

## Security

IncidentMonitor provides a complete role-based security infrastructure. IncidentMonitor™ can leverage your existing security infrastructure (called name spaces) so you don't have to replicate account privileges. IncidentMonitor can integrate into any existing LDAP, Windows NT 4.0, Windows 2000/2003 or Novell Network (NDS, eDirectory). IncidentMonitor can use any number of name spaces simultaneously. For your external clients a scalable



built-in security accounts database is provided to eliminate the need for client access licenses to standard Network Operating Systems.

IncidentMonitor allows you to leverage your existing network directory name space by authenticating users in your directory. Users can use their network login to access IncidentMonitor.

## Multimedia Contact

Support your business operations through the Web, wireless web connectivity, e-mail, video, Voice Over IP (VOIP) and Computer Telephony Integration (CTI). Let your customers choose their preferred communication method.

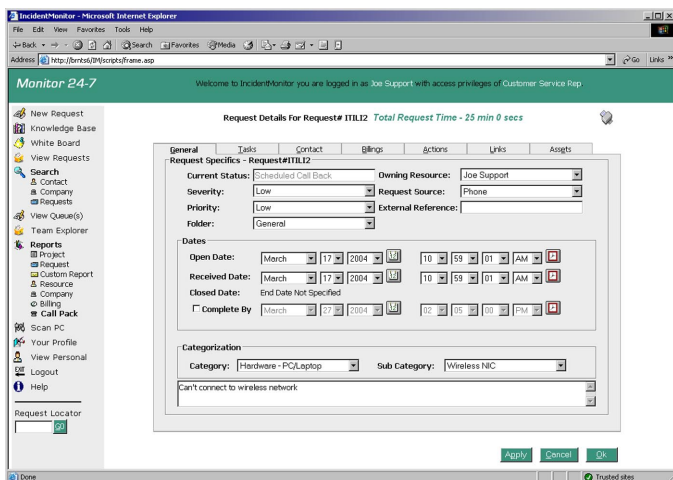
## Web Functionality

IncidentMonitor provides a fully functional Web interface allowing CSRs, contacts and managers to create and manage service requests from anywhere, at any time via browser or wireless interfaces.

The web interface contains Windows-like functionality (i.e. right-click menu handling, tabbed views, active lists) without all the hassle of downloading ActiveX controls or Java applets.

*It's straight browser functionality.*

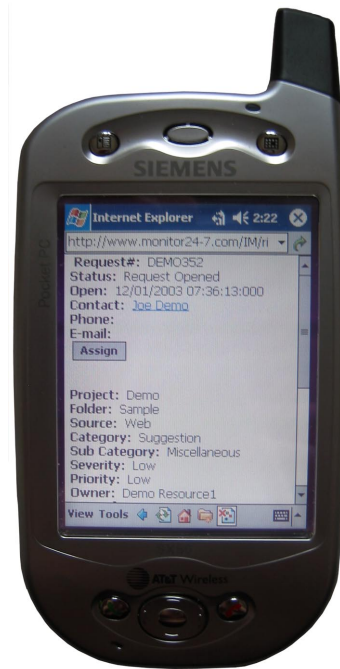
This means that your service personnel can use either interface without having to re-learn the application. They choose the interface based on their preference and situation.



## PDA Support

“Anytime, anywhere” access to information is a necessity for most support teams. IncidentMonitor™ provides real-time access to information for both support staff and customers via wireless browser technology. People can update requests, add tasks, re-

assign requests, search any of the knowledgebase and find any information about a client.



Any HTML 3.2 compliant micro browser on devices such as RIM BlackBerry™, Dell Axims, Pocket PC Phones, Palm VII™ or iPAQ™s are supported.

## Simplified Configuration/Administration

IncidentMonitor makes the administration of this system easy through the use of wizards, self maintenance and simple setup functions. This allows you to concentrate on your business and not the tools that support your business.

## Integration

IncidentMonitor provides the capability to seamlessly integrate your own custom functionality within the Windows application and Web interface. You can add your own custom functionality to each contact and request. This feature is ideally suited for connecting to other systems in order to show information such as account balances, billing information etc.

Take advantage of the security-controlled customized menus that allow you to introduce your own functionality directly into the IncidentMonitor environment.

You can take advantage of IncidentMonitor's fully documented component object architecture to create your own functionality.



Build your own custom applications, reports or integrate IncidentMonitor with your own systems easily.

### **Business-to-Business Partnerships**

Your business partners may already have a system that they use for managing service requests. IncidentMonitor can exchange information bi-directionally with these business partners via eXtensible Markup Language (XML). IncidentMonitor provides a macro-based facility to send XML messages to business partners so no programming is required.

### **Scalability**

IncidentMonitor is built on Microsoft Windows™ NT/Windows 2000/2003, Microsoft SQL Server and Microsoft Transaction Server. IncidentMonitor can scale from a single user to hundreds of thousands of users. This platform provides one of the leading performance benchmarks for price/performance and capacity throughput.

With IncidentMonitor's unlimited contact support the system can scale out to support any size of user community by adding as many web servers and application servers as your environment requires - resulting in near linear scalability.

So what are you waiting for? Contact our sales department today for a product demonstration and see for yourself. We're confident you'll agree that IncidentMonitor is the most powerful service desk product available.

### **System Requirements**

#### **Hardware Minimum Requirements**

- Intel or compatible (Pentium IV 2Ghz +) dual processor server
- 1 GB memory (single server installation), requirements will vary depending on client load (ask for details)
- RAID disk controller with 32Mb of memory or better
- 2 x 100 Mbps network card or better
- 200 Mb disk space + size of database and transaction log

#### **Server - Software Requirements**

- Windows 2000/2003
- SQL Server 2000
- IIS 5.0 or above with SMTP Service
- Appropriate licenses for products and configuration

#### **Client - Hardware Minimum Requirements**

- Memory in accordance with the operating system specifications
- 30 Mb disk space
- 1024 x 768 screen resolution

#### **Client - Software Requirements**

- Windows 2000/2003, NT 4.0 Server SP6, NT Workstation 4.0 SP6, Windows 95/98 SP1, Windows XP
- Internet Explorer 5.5 and above (web interface)
- Netscape 4.6 and above (contact only)



Search engine provided by



Off the shelf knowledge base content can be acquired through our partnership with Right Answers Knowledge-Paks.



Monitor 24-7 and IncidentMonitor are registered trademarks of Monitor 24-7 Inc. and/or its affiliates in Canada, US and other countries. Copyright 1999 Monitor 24-7 Inc. All rights reserved.