Monitor 24-7 Inc.
Enterprise Service Management Solutions

Monitor 24-7 redefines service management by helping organizations improve their customer facing functions. Monitor 24-7 provides simple solutions that tackle complex service desk processes right out of the box.

Our goal is to help customers:
- Reduce running costs
- Manage change
- Deliver a fully functional advanced software solution
- Lower the cost of ownership

Monitor 24-7's award winning **IncidentMonitor™** delivers state-of-the-art automating of business processes and intelligent workflow capabilities in _a fraction of the time and at a fraction of the cost of other solutions_. Its unique single platform approach does not require expensive customization or additional modules; and processes can be automated to reduce time and increase efficiency. Any process can be quickly and cost-effectively automated, such as Service Desk, Change Management, SOX audit requirements, HR, Contact Management, etc.

IncidentMonitor's ITIL (IT Infrastructure Library)-compatible open framework also allows for rapid implementation of enterprise level service desk capabilities without being tied to legacy systems or costly customization.

IncidentMonitor Features:
- Skills-based and service level rule engines for applying policy-based service level management
- Workflow that extends far beyond simple routing
- Out-of-the-box functionality

- Simple licensing model – as low as one tenth of the cost compared to others
- Built from the ground up using an open platform
- Quickly scales to meet growing needs
- Low cost of ownership
- Rapid implementation – 3 days
- Multi-lingual support
- Single record for all contact activity and information providing a solid basis for contact management within a service organization
- Open object model, simplified integration

With IncidentMonitor businesses can improve their service to internal and external customers, while reducing costs and meeting compliance requirements.

IncidentMonitor's out-of-the-box functionality, combined with a simple licensing model, allows operations of any size to enjoy advanced help desk capabilities immediately, without the time and expense of adding modules or costly customization. Built from the ground up using an open platform, Monitor 24-7 solutions can work with existing legacy systems and can be easily adapted to accommodate changing needs.

Because it is based on an open platform, it can be easily customized and maintained without incurring the high costs normally associated with implementing and adapting an enterprise service management system.

Monitor 24-7 solutions are used by a broad base of global customers in a variety of industries. Please visit us at **www.monitor24-7.com** or contact sales at **sales@monitor24-7.com** for more information.