Monitor 24-7 Inc.
Enterprise Service Management Solutions

Monitor 24-7 Inc provides integrated Customer Surveys at no additional cost.

For Immediate Release

Monitor 24-7 is committed to providing their customers with a solution that continues to provide high-value to the business, at a very low cost. As a result, Monitor 24-7 is pleased to announce that integrated Customer Surveys are now being shipped with IncidentMonitor™'s certified ITIL-compliant processes, at no additional cost.

"We received a number of requests from our users about implementing Customer Surveys within IncidentMonitor", said Scott Walling, Managing Consultant for Monitor 24-7. "Our customers view surveys as being a critical component in achieving the next level of service management."

"IncidentMonitor's Incident Management process will manage all end user requests throughout its lifecycle until service is restored; using IT's specific policies, SLAs, workflow, auto-assignment, etc", adds Walling. "Now that IT is effectively managing incidents, how do you know if you are truly providing the expected level of service from the end user's perspective? The answer: allow the end user to rate IT's service and have rules defined to manage the user's response and multiple view reports created to support process improvement."

Walling further explains, "When a dissatisfied survey is entered, the owner of the survey can be immediately notified of this event to follow up with the end user. This simply uses IncidentMonitor's service rule engine to implement this functionality. The survey response is linked to the original incident, so deriving the root cause of the dissatisfaction and a resolution for future issues of that type is easy. Now the next step is a management, real-time view of the survey's which through our dashboards will be available shortly."

Since all survey results are stored within IncidentMonitor's database, management reports can be created which provides data to effectively improve IT's service—all within one solution, at a very low cost.

To view a demo of IncidentMonitor's Customer Surveys, visit us at www.monitor24-7.com/corp/prod_demo.asp, email sales@monitor24-7.com or call at +1 866 364 2757.

About Monitor 24-7 Inc
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. Monitor 24-7's award winning IncidentMonitor delivers state-of-the-art 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.
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. Monitor 24-7 solutions are used by a broad base of global customers in a variety of industries, including healthcare, telecommunications, government, commercial, financial and manufacturing enterprises among others.