



IncidentMonitor™ integrates with Microsoft® Operations Manager (MOM) right out of the box, at no additional cost!

For Immediate Release

Monitor 24-7 is pleased to announce the release of an out-of-box integration with Microsoft's Operations Manager (MOM). IncidentMonitor's MOM Connector provides a very simple, yet robust integration with MOM. No scripting or complex configuration is required, which allows the integration to be completed in a few hours, compared to the days or weeks of services required by other help desk tools to integrate with MOM. The IncidentMonitor MOM Connector has been designed to allow either the MOM administrator or IncidentMonitor administrator to configure the integration without requiring experience in the other tool!

"Configuring the integration between MOM and IncidentMonitor is as simple as a right-click on the event in MOM, then selecting the process (for example, Incident, Problem or service desk), category and severity which creates and manages the ticket within IncidentMonitor," says Scott Walling, Managing Consultant for Monitor 24-7. "Once the event is triggered within MOM, the ticket will be immediately created within IncidentMonitor and will be managed over its lifecycle by intelligent routing, corporate policies, service level rules and work flow defined within IncidentMonitor. Since all data is stored in the central IncidentMonitor database, management reports and Key Performance Indices (KPIs) can be easily generated for infrastructure events. There is also a Management Dashboard which provides a real-time view for events of interest that have occurred."

The IncidentMonitor MOM Connector now makes it possible for organizations to leverage their investment in MOM and IncidentMonitor and provide true end-to-end service management with an attractive Return on Investment (ROI). The IncidentMonitor MOM Connector is provided at no cost and very little effort is required to integrate MOM and IncidentMonitor.

Walling adds: "Organizations which have implemented Microsoft's SMS can use IncidentMonitor's out-of-box SMS Connector to integrate with SMS. When an event is triggered, MOM can send the asset identifier to IncidentMonitor, which will create the ticket with the asset attached. The ticket will then be intelligently routed to the appropriate resource and will be managed by SLAs, workflow and corporate policies defined.

When the technician opens the ticket, the event details are in the ticket along with the asset that triggered the event," adds Walling. "Since IncidentMonitor's CMDB was part of the initial design of product and not an afterthought or add-on, the technician immediately has access to the asset details including a complete history of incidents, problems and changes logged against the asset and a graphical view of the asset impact details."



IncidentMonitor MOM Connector uses the network management integration feature that is part of the core IncidentMonitor framework. This feature allows customers to leverage their existing monitoring tool to integrate with IncidentMonitor. Customers have used this feature to integrate IncidentMonitor with monitoring tools from IBM, HP and BMC, among others.

To view a demo of IncidentMonitor's MOM Connector and robust service management capabilities, visit us at www.monitor24-7.com/corp/prod_demo.asp, email sales@monitor24-7.com or call at +1 866 364 2757 (North America) or +31 84 759.8485 (Europe).

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.