Leverage your investment in Microsoft's SMS to achieve your ITSM goals!

For Immediate Release

Monitor 24-7 is pleased to announce the release of an out of box integration with Microsoft's Systems Management Server (SMS). With IncidentMonitor™'s SMS Connector, asset configuration data stored in SMS can be loaded and synchronized with IncidentMonitor's asset management database. IncidentMonitor's robust and flexible service management framework can be tailored to support corporate ITSM business processes, such as Incident, Problem and Change, required to provide full support and management of assets.

Scott Walling, Managing Consultant for Monitor 24-7, has worked with CIOs and CTOs of enterprise and medium-sized businesses who have implemented SMS to manage critical infrastructure management functions, such as: application deployment, security patch management and asset configuration management. "Configuration management tools, such as SMS, do a great job in addressing the low-level infrastructure management needs of the organization," says Walling, "however, these tools do not effectively support business processes and do not have the rich reporting features required by management. IncidentMonitor's service management framework will support the processes and reporting needs of the business; and the IncidentMonitor SMS Connector will allow management to leverage their investment in SMS."

The IncidentMonitor SMS Connector runs as a service on the IncidentMonitor server. Using the IncidentMonitor SMS Connect console, the Administrator can select SMS data required by the ITSM users, such as hardware, software and user information; and how often the data has to be synchronized with IncidentMonitor. Once asset information is loaded, it will be managed by IncidentMonitor's robust asset management functionality. For example, assets can be linked with a request and the workflow defined for the request (Incident, Problem or Change) will manage the request over its lifecycle. From within the request agents can view asset configuration details, financial details, owner information, a history of requests for the asset, graphically view network topologies including relationship information, and view impact information.

Walling further adds, "With IncidentMonitor's out of box integration with infrastructure monitoring tools (such as Microsoft Operations Manager or Openview) and integration with configuration management tools (such as SMS or LANDesk), companies can provide end-to-end service management. For example, when an infrastructure event occurs, the monitoring tool creates a request within IncidentMonitor and attaches the asset that raised the event to the request. Once the request is created, business rules are executed, including intelligent assignment, notifications, workflow steps required and management of service levels. The agent can access the request and at a touch of button view all information about the asset that raised the event.

Management reports such as reports to view assets that generated network events or the number of events that occur within a given timeframe can be generated. Management can also view critical information using the Dashboards that are available out of the box."

To view a demo of IncidentMonitor's SMS integration 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 among others