Monitor 24-7's flagship product IncidentMonitor™ meets and exceeds the needs of customers globally, providing excellent workflow solutions without breaking the bank!

IncidentMonitor's flexible and adaptable framework helps automate all your business processes for the ultimate in customer service!

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TORONTO, ONTARIO: IncidentMonitor™ is being used by many well-known companies large and small around the world to manage their helpdesks and service desks successfully and efficiently. IncidentMonitor (IM) is also being used to automate many other business processes – at companies around the world. IncidentMonitor™ provides an extremely robust and flexible service management framework, which means it can be used to automate any service that companies provide to their customers, both internally and externally.

For example, there are companies from around the world that are using and benefiting from IncidentMonitor™ in areas other than their helpdesks. IncidentMonitor™ is being used successfully for automated bug tracking, sales force automation, contact management, asset management, human resources and a host of other processes at companies of all sizes and from all industries.

IncidentMonitor™ is a request and service workflow management system that provides a state-of-the-art solution for customer service. Whether it's an internal helpdesk, external customer service, change management or bug tracking, IncidentMonitor™ facilitates these varying workflows allowing companies to rapidly model their processes for consistent, accurate and repeatable results. IncidentMonitor™ also recently received ITIL certification in the areas of Incident Management, Problem Management, Change Management, Service Level Management and Configuration Management from Pink Elephant, a leading global resource for ITIL best practices consulting and training, in accordance with its PinkVerify™ program.

"Our goal for this product has always been to not only meet the needs of our customers, but to anticipate their growing needs and then exceed those needs," says Scott Walling, Managing Consultant at Monitor 24-7. "We want our customers using IncidentMonitor™ to know that they have the ability to come up with workflow solutions for themselves that don't require extensive consultation and additional costs, unlike our competitors. We listen closely to our customers, and continue to hone and expand our product to meet each of our customers' unique needs, while staying affordable and offering a high quality product."

So no matter what a business needs to automate its workflow functions, IncidentMonitor™ can meet those needs while still maintaining its reputation as an enterprise-class solution that doesn't break the bank. IncidentMonitor™ is adaptable and flexible, and here are some real-life examples of the many ways IncidentMonitor™ is being used today.

- A large office hardware and peripheral manufacturer in Europe is in the process of rolling out a Sales Force Application (SFA) program to be used by their European sales force. The SFA application was provided by Monitor 24-7 Inc. and uses the robust IncidentMonitor™ workflow engine.

- At a large Canadian retailer, IncidentMonitor™'s ITIL-compatible solution was implemented to support its internal Service Management processes using the ITIL framework. The company has now taken the next step by using IncidentMonitor™ to develop unique reports that allow their management team to measure customer service and track service level agreements with their end users.

- A Canadian provider of E-business solutions initially implemented IncidentMonitor™ to manage simple internal support. Since then, the company has used IncidentMonitor™ to automate processes to support critical business functions, including using it to help monitor the company's commercial web sites and for developing a solution to manage software development , including integrating with Microsoft® Exchange Server®'s calendar function which allows development staff and management to view a complete schedule of events.

- At a U.S. Government legislative office, IncidentMonitor™ was implemented to bring together the support environments for the House and the Joint/Senate business units. Recently, it expanded its use of IncidentMonitor™ to include asset management, and uses it to track 30 different asset types ranging from handheld computers to cameras, and taking advantage of IM's total flexibility by managing all of the user-defined fields on each asset.

- At a large employee benefits service provider in the U.S., IncidentMonitor™ was initially implemented to do basic ticketing, growing to now include automation of the internal technical services department. Recently the company decided to use IncidentMonitor™ in its Human Resources department to automate the new hire process. As in many companies, once a new employee has been hired, certain items need to be completed such as setting up benefits and tax forms within the HR department. But new hires affect other departments as well, including IT — setting up equipment, network access, telecom-phone, voice mail, building access, badges, etc. There are multiple functions that need to be completed by different groups at the same time. IncidentMonitor™ was set up to manage the workflow to ensure that all affected groups are assigned tasks, and that the hiring manager is able to monitor each task to ensure that on the first day of work, the new employee is ready to start.

So you can see that IncidentMonitor™ is not being used just for helpdesks anymore – although that is one area in which Monitor 24-7 has developed its product to be the best on the market for its functionality and price. Now you can add to that the many business functions that IncidentMonitor can manage for companies of all sizes – HR, sales force automation, bug tracking, asset management, ITIL – if you have got a process that needs automating, IncidentMonitor™ can do it – while still meeting its goal of providing a superior software product at an affordable and highly competitive price. And Monitor 24-7's commitment to customer service is second to none – maintaining its focus on its reputation for making its customers know they are the highest priority.

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About Monitor 24-7 Inc.

Monitor 24-7 Inc is a privately-held software company with a distinct customer-centred approach to product development based in Toronto, Ontario. Since entering the software industry in 1999, the company maintains its commitment to offer the best product at the best price to the service desk industry. Monitor 24-7's innovative approach to software design and development coupled with its commitment to providing superior customer service, allows it to meet and exceed the ever-changing needs of the service industry.

Monitor 24-7 has experienced 60 percent growth in year-over-year sales for the past four years, and seeks to challenge the long-held tenet that you "get what you pay for" by providing everything your helpdesk needs, at a price you can afford. For more information or to sign up for a web demo, please visit www.monitor24-7.com or contact sales@monitor24-7.com. For media inquiries, please contact public.relations@monitor24-7.com or call (905)945-5330.