Monitor 24-7 Inc. Announces Strategic Partnership with PureShare to meet customers' needs.
PureShare ActiveMetrics™ metrics management software proactively monitors and measures key performance indicators (KPI).

Toronto, Ontario – Monitor 24-7 Inc., developers of the award-winning ITIL-certified IncidentMonitor™ software, is pleased to announce it has formed a strategic partnership with PureShare, a metrics management software vendor that develops proactive, web-based corporate performance monitoring and enterprise reporting applications. This partnership will ensure Monitor 24-7 customers seeking real time metrics of their helpdesk performance will continue to get exactly what they need to offer unparalleled customer service solutions all "out-of-the-box" at a price they can afford.

PureShare ActiveMetrics proactive metrics management applications empower business users to see KPIs in real-time and allow business managers to accurately gauge performance within key results areas. Monitor 24-7 has integrated PureShare's ActiveMetrics dashboards into IncidentMonitor to provide numerous views of various key performance metrics in any of our client software.

Scott Walling, Managing Consultant at Monitor 24-7, says: "The partnership with PureShare enables our customers to utilize the strengths of a real-time performance metrics with very little effort. IncidentMonitor customers simply add the IncidentMonitor Dashboards option to their purchase and the dashboards become active."

"It's important that we partner with great companies who have core competence in their industries," explained Christopher Dean, CEO of PureShare. "Monitor 24-7 combines great ITIL software with a true enthusiasm for customer support. Our combined solution will reduce support costs and improve customer satisfaction across the enterprise."

For more information or to request a web demo, visit the website at **www.monitor24-7.com**, or call us at **1-866-364-2757**.

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.

About PureShare

PureShare is a metrics management software vendor that develops proactive, web-based corporate performance monitoring and enterprise reporting applications. PureShare's proactive metrics management applications empower business users to see key performance indicators (KPI) in real-time and allow business managers to accurately gauge performance. For more information, please visit www.pureshare.com or contact sales@pureshare.com.