Monitor 24-7 participates in *itpusa* roundtable discussion on ITSM and ITIL.

IncidentMonitor™ provides insight into ITSM and ITIL implementations with industry experts.

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TORONTO, ONTARIO: Monitor 24-7 Inc., the developers of the highly-flexible and robust enterprise service management software application IncidentMonitor, is pleased to announce that it will participate in the upcoming itp*usa* report on ITSM and ITIL. Service Management industry experts pose questions to Monitor 24-7 Inc. in order to gain a perspective on how IncidentMonitor can deliver enterprise service management solutions conforming with ITIL standards.

IncidentMonitor is a request and service workflow management system that provides a state-of-the-art solution for customer service. Whether it's an SOX compliant processes, 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 is ITIL certified 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.

"While compliance is nothing new to Monitor 24-7, presenting how easy it is to comply with the ITIL best practices is a great opportunity to show off the strengths of IncidentMonitor", explains Scott Walling, Managing Consultant for Monitor 24-7.

For more information or to request a web demo, please 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.