



Monitor 24-7 introduces the “next level” in service management with the release of IncidentMonitor™ 4.6!

*IncidentMonitor™ 4.6 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!*

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**TORONTO, ONTARIO:** Monitor 24-7 Inc., the developers of the highly-flexible and robust service management software application IncidentMonitor, is pleased to announce the launch of Version 4.6. Monitor 24-7 Inc is known for having a very aggressive schedule for releasing new versions of IncidentMonitor. This aggressive schedule has allowed their clients to improve and streamline customer facing processes within the constraint of a limited budget and timeframe. Riding on the heels of Version 4.5 which launched in November 2005, the new version offers increased functionality and features including enhanced service matrix and request queuing—the “next level” of service management. Again, Monitor 24-7 Inc. beats the competition to the punch and raises the bar in end-user integration within the request lifecycle. Version 4.6 will be available for purchase in **March 2006** the upgrade is available free to current users of IncidentMonitor through a web download.

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 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 launching a new version of a software application is not an unusual event”, explains Scott Walling, Managing Consultant for Monitor 24-7. “We feel our approach is different in that many of the improvements to the application have come directly from our customers. We know we offer an excellent product, but we also believe that laurels are not meant to be rested upon.”

As usual the functionality derived for Version 4.6 was based directly on real-world needs. A service matrix, which utilizes IncidentMonitor 's industry leading service management engine now enables you to define any number of service clocks based on several criteria, for example ensures that a specific contact, during a specific time of day , from a specific location is dealt with in accordance to your agreed upon SLA. In essence, the service matrix allows you to define Operating Level Agreements that are derived from your SLA enabling you to be truly proactive instead of reactive.

IncidentMonitor takes this functionality one step further and envelopes the end user directly into the management of service requests. In self-help scenarios, utilizing the service matrix you define policy based resolution times. Coupled with the resolution times are queue ranking values, defined by several criteria, the queue ranking provides a weighting factor and adjusts the location of the end user's request within the queue. Through the service portal, end users are able to view their location in the queue and the expected resolution date.



"All of this functionality facilitates the resolution of the request and enables the service desk to immediately set expectations to their end user community. It's much like a phone queue approach providing you the anticipated talk time for an agent – only more accurate", states Walling.

"Many times the best ideas for improvement can come from those who are using the product every day – our customers, which of course includes ourselves," adds Walling. "While our development team is always envisioning increased features and functionality, we also put ideas from our customers into the development cycle," he says. "Our philosophy is that if one customer has requested a specific function or feature, it is likely that another customer could also take advantage of that feature and improve their own business processes. So when our company launches a new version of IncidentMonitor, we offer this increased functionality **free** to our current users, automatically."

Some of the features of IncidentMonitor Version 4.6 include:

- **Service Matrix** definitions for auto-calculations of any number of response clocks and queue rankings
- **Project Collaboration** affording the ability to seamlessly integrate projects (for example, Service Desk with Bug Tracking)
- **Personalization** of web and rich client views to dynamically select the output columns most important to you – including your own custom extended attributes!
- **Extended Attributes** have been added as selectable output columns in both the rich and web clients when defining reports through the Report query facility.
- **Service queues** for the end user to view their location within the service desk queue and the estimated time for delivery of the service.
- **Auto-Retrieval** from queues allowing the service desk to focus on supporting issues instead of managing queues. IncidentMonitor will intelligently manage this for your staff. You no longer waste valuable time reading requests and removing the easy one first. They are processed on the queue ordering as defined through the **Service Matrix**.

For more information or to request a web demo, please visit the website at [www.monitor24-7.com](http://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](http://www.monitor24-7.com) or contact [sales@monitor24-7.com](mailto:sales@monitor24-7.com). For media inquiries, please contact [public.relations@monitor24-7.com](mailto:public.relations@monitor24-7.com).