Astec becomes an IncidentMonitor™ certified "value added service provider".

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Monitor 24-7 Inc, the producers of the award-winning IncidentMonitor™--an advanced service management solution and Astec a leading provider of outstanding services in all fields of IT announced that Astec has been certified to resell, implement and support IncidentMonitor™ in Adriatic Region (Slovenia, Croatia, Serbia, Montenegro, Former Yugoslav Republic of Macedonia, Greece, Malta, Albania).

"Astec's technical and consultancy support has been organized according to IT Infrastructure Library (ITIL) recommendations for many years now. We are also committed, not only to follow this recommendations, but to adopt them in every possible way in order to get the best of the theory and practice in delivering first class IT services," said Ales Skubic, technical manager of Astec.

"Employing more than 40 highly qualified technical experts, among which some are leading IT specialists in Adriatic region and wider, Astec's commitment is to stay the best in IT service delivery and support. For this very reason, we are proud to announce that using award winning IncidentMonitor™ framework and it's ITIL processes for our primary technical and project support tool, will surely made our services constantly improving," emphasized the managing director, Boštjan Mešic.

"We are very excited about Astec joining our team", said Riaz Mohammed, Director of Sales and Marketing at Monitor 24-7. "Astec has a wealth of experience in delivering ITIL and service management solutions. Astec will use this experience to work with customers to define and optimize their requirements and configure IncidentMonitor™ to address these specific needs. The relationship between Monitor 24-7 Inc and Astec provides companies in the Adriatic Region with access to an enterprise, high-value solution at an exceptionally low total cost of ownership. We look forward to long and rewarding relationship with Astec and our customers in the Adriatic Region."

For more information or a demo, visit our website or www.monitor24-7.com or send an email sales@monitor24-7.com or call us at +1 866 364 2757.

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

About Astec
Astec d.o.o. is one of the leading companies in the field of information technology and data communication in Slovenia. Astec is **services only** oriented company and provides consultancy, services and support in areas related to local area networks, wide area networks, IT security, IT management & control, maintenance of IT systems and business supporting applications in accordance with ITIL recommendations.

With more than fifteen years of experience Astec is the right partner for enterprise environments that demand the highest level of technical proficiency, security and continuous, reliable and knowledgeable technical support.

Astec maintains strong relationship with the leading technical companies in the IT area that assures prompt following of the latest technologies and movements in IT segment.

Astec solutions and services are respected and valued by customers from government, transport, telecommunication, health-care, manufacturing, banks and finance organizations and institutions of all sizes.