



MicroLink becomes an IncidentMonitor™ certified "Value Added Reseller".

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Monitor 24-7 Inc, the producers of the award-winning IncidentMonitor™--an advanced service management solution and MicroLink a leading provider of outstanding services in ITIL and all fields of IT announced that MicroLink has been certified to resell, implement and support IncidentMonitor™ in the Baltic Region (Estonia, Lithuania, Latvia).

"MicroLinks 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 Avo Raup, Head of IT Consulting at MicroLink.

"Employing more than 270 highly qualified technical experts, among which some are leading IT specialists in Baltic region and wider, MicroLinks commitment is to stay the best in IT service delivery, support and ITIL training. 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 Enn Saar, CEO of MicroLink .

"We are very pleased about MicroLink joining our team", said Riaz Mohammed, Director of Sales and Marketing at Monitor 24-7. "MicroLink is the leading ICT organization in the Baltic region. With more than 270 people, MicroLink services most of the country's main public and commercial organizations. Their experience in ITIL, which includes being an ITIL training institute, will ensure that MicroLink will be a very successful partner. The relationship between Monitor 24-7 Inc and MicroLink provides companies in the Baltic 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 MicroLink and our customers in Estonia, Lithuania and Latvia."

For more information or a demo, visit our website or [www.monitor24-7.com](http://www.monitor24-7.com) or send an email [SALES@monitor24-7.com](mailto: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 MicroLink**

MicroLink Eesti (founded in 1991) is the largest Estonian IT company, whose business interests include:

- system integration and infrastructure solutions
- ITIL consultancy, implementation and ITIL training
- software development



- ERP and business solutions
- IT consulting and training
- central systems and datacentre solutions
- end-user PC services and support

MicroLink with over 270 employees is the only company in Estonia that can offer this extensive set of IT products and services across many fields. Business areas and technology solutions of MicroLink cover more than 90% of IT needs of modern private and public organizations. For a customer that means a better compatibility and know-how transfer between different technology solutions and a single point of contact for any IT related projects and support services. MicroLink's customers can also take full advantage of the benefits provided by our cooperation with our partners - leading global suppliers.

All business lines of MicroLink are certified as ISO 9001:2000 compatible.

<http://www.microlink.ee>