Software working...
when you're not.

Monitor 24-7 Inc. Announces Strategic Partnership with RightAnswers® to meet customers' needs
RightAnswers® Integrated Knowledge Management Solution Uniquely Suited for Help Desks and Support Centers

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 RightAnswers, LLC, the world's leading independent source of technical support knowledge. This partnership will ensure Monitor 24-7 customers seeking a technical support knowledgebase as part of their helpdesk software solution 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.

RightAnswers' knowledge base contains over a hundred thousand technical solutions covering the world's most popular desktop computing applications. This knowledge base is organized intoKnowledge-Paks® and may help IncidentMonitor to reduce call escalation rates, shorten call durations and improve first call resolution rates. Knowledge-Pak solutions are all written according to industry-proven standards that ensure rapid adoption and customer satisfaction. Knowledge-Paks are continually updated via RightAnswers' Knowledge Cycle, a unique process that ensures that RightAnswers is always collecting and creating the most accurate, current and relevant content for customers.

Scott Walling, Managing Consultant at Monitor 24-7 says: "The partnership with RightAnswers enables our customers to utilize the strengths of a worldwide technical knowledgebase with very little effort. All IncidentMonitor customers need to do is purchase RightAnswers content, copy it to their server and index the data -- it's that simple. The content is searchable by both the Customer Service Representatives and end-users. The RightAnswers content, coupled with IncidentMonitor's self-service interface and knowledgebase, provides a leading-edge self-service portal that's ultra fast and simple to both implement and use – a factor that is important in today's competitive business environment."

"It's important that we partner with great companies," explained Andrew Rawson, Executive Vice President of Marketing and Business Development at RightAnswers. "Monitor 24-7 combines great software with a true enthusiasm for customer support. Our combined solution will help reduce support costs and improve customer satisfaction across the enterprise."

About IncidentMonitor
IncidentMonitor is a request and service workflow management system that offers 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 received its ITIL certification from Pink Elephant, a leading global resource for ITIL best practices consulting and training, in accordance with its PinkVerify program. Incident Monitor received ITIL certification in the areas of Incident Management, Problem Management, Change Management, Service Level Management and Configuration Management.

About RightAnswers, LLC
RightAnswers LLC (www.rightanswers.com) is a Knowledge Service Provider (KSP) and the recognized leader in the technical support knowledge base market. The company pioneered the concept of the Knowledge-Enabled support center by introducing the first commercially available knowledge base in 1991. Since then, RightAnswers' Knowledge-Pak® brand continues to set the standard for technical support knowledge bases. The company offers more that one hundred thousand solutions to more than 150 off-the-shelf applications, as well as customer-specific knowledge.