



Software working...
when you're not.

Monitor 24-7 Inc. launches IncidentMonitor™ Version 4.2 – increased features and functionality, available out of the box!

IncidentMonitor's continually improving robust capabilities provides a cost-effective and customer-centred solution

For immediate release: February 22, 2005

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 4.2. Riding quick on the heels of Version 4.1 which launched in July 2004, the new version offers increased functionality and features – many of which were requested directly by IncidentMonitor customers and put into development, thus creating a to-the-minute product which continues to meet and exceed customers' needs, without breaking the bank. The new version is available for purchase immediately and the upgrade is available free to current users of IncidentMonitor 3.X and higher through a simple 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 Inc., "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. Once again, using our customer-centred approach, we are able to deliver leading-edge solutions at a far rapid pace than our competitors."

"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 4.2 include:

- A major increase in the functionality of IncidentMonitor's Asset Management capabilities, including the ability to define each company asset (i.e. anything from PCs to desks) by additional attributes such as the location of the asset -- right down to the room where it is located, the ability to include each asset's value and depreciation rate and the ability to scan assets using a portable in any location to be added to the company's network. Coupled with IncidentMonitor's workflow and request management, the new additions to Asset Management enable companies to wrap their minds around Sarbanes-Oxley.
- The introduction of Service Catalog/Electronic Forms to allow support groups to provide a much greater level of service to their customers. Service personnel are able to publish service offerings to the end user community creating their own forms allowing an accurate single-click request creation. Whether they require employee information from HR, network access and login from the network group or logging a trouble ticket, once the request is submitted, all defined workflow and routing will occur in the background. Custom fields can be added to the service catalog to allow the user to enter data that needs to be captured. Service catalogs are created in IncidentMonitor's graphical user interface and easily published to the web. Developing the service catalogs can be done in hours or days, not weeks or months as with other products.

- Integration with any network management systems tool. IncidentMonitor has an out-of-the-box interface which will allow any Network Management Systems (NMS) to create a request and associate a whiteboard, based on an event triggered within the NMS. The types of events and the resulting action can be easily defined within IncidentMonitor's NMS interface.
- Key Performance Indicators (KPIs) are displayed within a management dashboard for easy identification of critical aspects of the business. Monitor 24-7 Inc. has partnered with **PureShare** (www.pureshare.com) to integrate **PureShare's ActiveMetrics** with IncidentMonitor. ActiveMetrics is a proactive metrics management tool that clearly identifies objectives and tracks progress towards them. Dashboards have been created to track key metrics within the IncidentMonitor database.
- Modification to IncidentMonitor's web interface to make it more viewer friendly, simpler and faster to use.
- Enhanced Email functionality to create a more efficient and effective communication process, with the ability to add attachments.

"We believe the features included in IncidentMonitor Version 4.2 reflect what is needed to meet and exceed our customers' needs," notes Walling. "And our customers have our commitment that our focus is on continually improving and adding to our product, to maintain its position in the marketplace as the best service management system for its price available today."

For more information or to request a web demo please visit the website at www.monitor24-7.com, or call us in Toronto at 416.410.2716. Monitor 24-7 Inc. will also be at the HDI Conference in Las Vegas from March 7 to 10, 2005. Please come and visit us at booth #528.

-30-

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.