



Monitor 24-7 Inc improves the user experience with the release of IncidentMonitor™ v 4.7

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Monitor 24-7, the developers of IncidentMonitor, the award-winning service management solution, is pleased to announce the release of IncidentMonitor version 4.7. IncidentMonitor was first released in 1999. Since its release, Monitor 24-7 has dedicated all resources to continuously improve the features and functionality of IncidentMonitor. Today, IncidentMonitor has more functionality than other enterprise solutions on the market, most of which are over 5 times the cost of IncidentMonitor. IncidentMonitor has substantially more functionality than any other solution in its price range.

“The approach we have taken with IncidentMonitor is to provide a solution which delivers more functionality at a significantly lower cost; and requires much less configuration time to support the needs of our customers’ business, when compared to the other enterprise solutions on the market”, says Scott Walling, Managing Consultant at Monitor 24-7 Inc. “This we believe, is providing true value to our customer’s business. IncidentMonitor v4.7 supports this approach.” Walling continues, “In version 4.7, we have significantly improved the user’s experience, while maintaining the robust and flexible service management capabilities.”

Following is an overview of the new features in v4.7:

- The ability to publish custom reports within the IncidentMonitor™ application and view these reports within the web or windows client;
- Scheduling of reports to automatically generate, E-mail and/or print the reports;
- Graphical analysis of requests;
- Graphical analysis of Asset topologies;
- Firefox browser support for both resources and contacts.
- A new web interface with a customizable portal entry page;
- Integration to Microsoft Operations Manager and Microsoft Systems Management Server.

New major function included in this version is the introduction of the Monitor 24-7 Reporting Service. It affords the ability to define your own reports, using Crystal Reports designer, and publish them within IncidentMonitor. All published reports can be run either in the web or Windows client and the output format specified as Excel, HTML or PDF. You can then schedule these reports to have them automatically generated and E-mailed and /or printed once the report has been executed.

In addition, historical report runs are stored for later viewing through both the web and Windows client interfaces. The Crystal runtime engine has been upgraded to Crystal XI and the reports are generated on the



server – this greatly simplifies installations in Terminal Service and Citrix environments as there is no client dependency on the crystal runtime.

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.

To view a demo of IncidentMonitor v4.7, visit us at www.monitor24-7.com/corp/prod_demo.asp, email sales@monitor24-7.com or call at +1 866 364 2757 (North America) or +31 84 759.8485 (Europe).

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.