



## **Monitor 24-7 Inc improves the user productivity with the release of IncidentMonitor™ v 8.0**

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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 8.0, which is being called the “**User Productivity Increase release**”.

IncidentMonitor is an intelligent helpdesk, service desk and work flow management solution, which will allow companies to optimize internal and external customer support. Version 8.0 builds on the robust service management features and targets the increase in user productivity—both for technicians and contacts.

“We have refreshed the interface (Windows and Web) to allow for quick and easy navigation and access to application features. Both the Windows and Web interfaces now have the same look, feel and features.” said Scott Walling, Managing Consultant at Monitor 24-7 Inc.

“Since IncidentMonitor was first released in 1999, we have dedicated all of our resources to continuously improving the features and functionalities of IncidentMonitor. Today, IncidentMonitor is a robust, flexible, scalable service management solution at a fraction of the cost of the other tools on the market.” Walling continues, “With great references and a proven track record, we dare to say that IncidentMonitor really delivers what expensive tools like BMC Remedy, HP Service Desk, etc. only promise to deliver with high software and consulting costs.”

Walling concludes, “Given the economic climate, companies now, more than ever, are looking for lower cost alternatives without having to compromise on features and the ability to meet current and future requirements. With IncidentMonitor, companies have a viable alternative”.

Following is an overview of the new features in Version 8.0:

- New user interface in both the IncidentMonitor Windows client and the browser.
- Memorized Responses allow administrators and users to configure standard responses for use when working on tickets.
- One Step is a simple click of a service catalog item or whiteboard issue to create a ticket.
- Quick Task is a very streamlined and efficient way to work on a ticket.
- Message Center facility that is used to define locale-specific message macros that can be used in areas such as Service Level Rules, Welcome Messages, XML, Message Processing etc. This can dramatically simplify the management of messages for escalation, notifications, etc.



- Gantt chart view of all scheduled changes, with drill down capabilities.
- Gantt chart view of ticket workflow—very powerful for workflow requests such as: change and new employee hire processes.

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.

IncidentMonitor is also available as a Software as a Service (SaaS). IncidentMonitor SaaS provides customers with IncidentMonitor ITIL-aligned processes using a subscription licensing model. Under the SaaS model, customers do not implement, upgrade or administer the hardware, software (database, operating system, IncidentMonitor) or network; thereby significantly reducing the initial and on-going cost of the solution.

To view a demo of IncidentMonitor v8.0, visit us at [www.monitor24-7.com/corp/prod\\_demo.asp](http://www.monitor24-7.com/corp/prod_demo.asp), email [sales@monitor24-7.com](mailto: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 Inc is a privately-held software company with a distinct customer-centred approach to product development. 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 over the past six years, and seeks to change the long-held tenet that "an enterprise solution must be expensive", by providing everything your service desk needs, at a price you can afford. For more information or to sign up for a web demo, please visit [www.monitor24-7.com](http://www.monitor24-7.com) or contact [sales@monitor24-7.com](mailto:sales@monitor24-7.com). For media inquiries, please contact [public.relations@monitor24-7.com](mailto:public.relations@monitor24-7.com).