



Monitor 24-7 Inc.

Enterprise Service Management Solutions

IncidentMonitor™ Complete Service Desk Solution



The Challenge

Running a business often requires going through continuous adjustments in your organization. It necessitates adapting to the changing environment, both internally and externally. Information Technology becomes increasingly important in reducing costs and meeting these demands. ITIL®'s framework and best practices are an excellent way to streamline your IT support organization. It is time to find the right software solution that meets your needs. A solution that will grow with your business without the high cost that comes with improving your processes. The challenge is to find a solution that supports your ITIL® requirements the way YOU need it; now and in the future.

The Solution

IncidentMonitor™ ITIL® Compatible Help Desk Software supports your ITIL® implementation exactly the way you want it to!



IncidentMonitor™ is PinkVERIFY™
Certified for 10 ITIL® V3 processes:

- Incident Management
- Problem Management
- Change Management
- Service Level Management
- Release Management
- Service Asset & Configuration Management
- Service Catalog Management
- Request Fulfillment
- Knowledge Management
- Event Management



With our ITIL® processes you will be up and running in just a few days! Any process can be quickly and easily adapted to meet your evolving needs.

IncidentMonitor™ ITIL® Compatible Service Desk Software

Key Benefits

- PinkVERIFY™ for 10 ITIL® V3 processes
- Robust, proven solution that has been available for over 10 years!
- Ships with 10 Free ITIL® V3 Processes
- Available as Local Install or SaaS
- Simple Licensing Model – all functionality and processes provided at one low cost
- Direct Vendor Support
- Leverage Your Investment By Supporting Any Process, such as Sales, Bug Tracking, etc

Monitor 24-7 Inc.'s solution - IncidentMonitor™ has been certified ITIL®-compatible for 10 ITIL® V3 processes. All processes are provided FREE OF CHARGE and will allow you to be up and running in a few days with fully configured ITIL® V3 processes. IncidentMonitor™'s unique framework allows you to immediately leverage industry-proven processes and easily adapt the processes to support your specific ITIL® or help desk requirements. With IncidentMonitor™ you benefit from the best of both worlds!

As your organization further streamlines its processes, IncidentMonitor™ can be quickly adapted. Imagine not being tied to budget limitations - you can roll out the next ITIL® process based on your project timelines NOT financial limitations.



IncidentMonitor™ ships with the following ITIL® processes:

Service Catalog Management

- Entitlement-based view of service catalog items and sections within each catalog item
- Multi-language support. Catalog items will be displayed in the user's preferred language
- Service portfolio view. Users can request a service from the portfolio view
- Simple administration of the service portfolio and catalog items
- Fully integrated with all ITIL® processes
- Out of box and custom reports. Schedule reports to be emailed and/or filed

Request Fulfillment

- Integrated electronic forms. Intelligence is built into forms to execute workflow based on user input
- Out of box and configurable approvals, workflow, SLAs and OLAs
- Integrated skills-based routing for approvals and workflow tasks
- Entitlement-based view of service requests and sections within forms
- End user access to view status of service requests
- Fully integrated with all ITIL® processes
- Fully integrated customer surveys
- Out of box and custom reports. Schedule reports to be emailed and/or filed

Incident Management

- Quick Request and Service Catalog items allows quick and simple submission by service desk agents
- End user access to view status of incident requests
- Out of box and configurable escalations and notifications
- Integrated skills-based routing
- Quick and easy access to knowledge databases
- Out of box and configurable workflows
- Fully integrated customer surveys
- Out of box and custom reports. Schedule reports to be emailed and/or filed
- Integrated with all ITIL® processes

Problem Management

- Problems can be created by agents or infrastructure monitoring tools
- Quick Request and Service Catalog items allows quick and simple submission by service desk agents
- Out of box and configurable escalations and notifications
- Integrated skills-based routing
- Quick and easy access to knowledge databases
- Out of box and configurable workflows
- Fully integrated customer surveys
- Out of box and custom reports. Schedule reports to be emailed and/or filed

- Integrated with all ITIL® processes

Change Management

- Out of box functionality to support major, minor and emergency changes
- Out of box workflow to support multiple levels of CAB involvement, depending on the type of change
- Multiple approval levels which is easily configured to support your requirements
- Integrated with Service Asset and Configuration Management. CIs can be updated only when linked to a change
- Integrated with Release and Deployment Management
- Out of box and configurable escalations and notifications. Integrated with Service Level Management to support all SLAs and OLAs
- Integrated change calendar which displays all scheduled changes. Authorized users can drill down to display change details
- Out of box and custom reports. Schedule reports to be emailed and/or filed
- Integrated with all ITIL® processes

Release & Deployment Management

- Fully integrated with Change Management and Service Asset & Configuration Management
- Integrated approvals and acceptance of RFC(s) associated with the release package
- Integrated release calendar which displays all scheduled releases. Authorized users can drill down to display release details
- Out of box and configurable approvals, escalations and notifications
- Out of box and custom reports. Schedule reports to be emailed and/or filed

Service Asset & Configuration Management

- Out of box inventory agent which will inventory Windows-based machines
- Easily define and monitor any type of CI. Supports unlimited custom fields
- CIs are security managed. CIs can be modified if linked to a change or authorized users can modify CIs
- Easily integrated with federated CMDBs
- Graphical interface to manage and document relationships
- Graphical impact analysis and topology views
- Auditing for verification and validation
- Fully integrated with all ITIL® process
- Out of box and custom reports. Schedule reports to be emailed and/or filed

Service Level Management

- Full support and management of all SLAs and OLAs
- Fully integrated with all ITIL® processes

- Provides proactive management of all SLAs and OLAs
- Multi-language support to allow email messages to be sent in the recipient's language of choice
- Out of box and custom reports. Schedule reports to be emailed and/or filed
- Fully integrated with all ITIL® process

Knowledge Management

- Out of box workflow to manage the review, approval and acceptance of knowledge articles
- Supports multiple file formats-MS Office, HTML, PDF, etc
- Tracks knowledge article usage
- End users and technicians can search knowledge articles using a robust natural language query to quickly and accurately review relevant articles
- Knowledge articles are managed by IncidentMonitor™'s robust security model. Access to articles is based on the user's security access
- Fully integrated with all ITIL® processes
- Out of box and custom reports. Schedule reports to be emailed and/or filed

Event Management

- Quickly integrates with any event monitoring solution
- Flexible rules to support assignment, notification and workflow to resolve events
- CIs are automatically associated with the request within IncidentMonitor™
- Events will be consolidated, archived or closed based on event details
- Fully integrated with all ITIL® processes
- Out of box and custom reports. Schedule reports to be emailed and/or filed

About Monitor 24-7 Inc.

Monitor 24-7 redefines service management with a full-featured out-of-the-box service desk and customer-facing business process.

The 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. IncidentMonitor™'s single platform approach does not require expensive customization or additional modules.

The ITIL® (IT Infrastructure Library)-compatible IncidentMonitor™ open framework allows for rapid implementation of enterprise level service desk capabilities without being tied to legacy systems or costly customization.



For more information

please visit www.monitor24-7.com or mail sales@monitor24-7.com



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