



ServicePilot offers ITIL compliance for management of Information systems and IP Telephony*

Paris - August 29, 2006 - ITIL (Information Technology Infrastructure Library) is gaining further acceptance as many companies are eager to streamline the management of information systems and improve the quality and performance of services delivered to end-users. ServicePilot Technologies, with expertise in software solutions for Fault Management and Service-oriented management brings the ITIL standard to clients' support and service management centers.

Many software vendors claim ITIL compliance. Yet, it is often necessary to combine multiple solutions to reap the benefits of the ITIL recommendations and better manage incidents and optimize performance.

ServicePilot is one of the very few solutions in the market, which integrates four features of the ITIL process. The ServicePilot Technologies solution combines:

- Fault Management
- Performance Management
- Monitoring of IT resources
- Service Level Management

The platform also acts as an end-to-end solution for **IP Telephony Service Management**. The solution collects, analyzes, logs and correlates key indicators and call statistics from the communication architecture to enforce ITIL-compliant reporting. With ServicePilot, Help-desks have access to maps, dashboards, and tables of events, which makes it possible to track and troubleshoot any disruption of service in real time. Technical experts have the precise visibility to optimize the capacity and performance of the IP telephony infrastructure and underlying resources.

Help-desk and network teams can combine and easily analyze key indicators using the ServicePilot solution, over the entire scope of their information system. **CIOs** have full control over risks, can guarantee that service level commitments are met and can better plan their investments.

The ServicePilot solution thus allows a very precise and proactive management of application performance. The holistic approach and the combining of information within a single reference frame facilitate communication between various stakeholders. The granularity of the information provided makes it possible to meet the needs of different user profiles: Help-desk staff, Network Administrators and IT Managers benefit from customized and individualized dashboards.

"Administration and supervision are critical for any information system. As such, many software vendors sell solutions, which turn out to be mere "toolboxes" that require time-consuming efforts to deploy and show poor reliability and scalability in production environments", says Jean Didier Zotna, A2SI Center of Excellence, Telindus Arche. "Telindus Arche selected the Service Pilot Solution as it benefits from a software architecture which inherently supports the objectives of the ITIL process. Service Pilot caters to all requirements of our customers at the functional level, as well as from the organizational, technical and financial standpoint."



* ServicePilot Technologies, Cisco Systems and Telindus Arche are organizing a conference on
"ITIL Process - From theory to practice: Answers and Benefits for your company."

September 12, 2006

Venue:

ServicePilot Technologies
162, Boulevard des Océanides
44380 Pornichet

Please visit www.servicepilot.com for more information.

About ServicePilot Technologies

ServicePilot Technologies develops software solutions that offer business and technical visibility into the IP infrastructure and guarantee quality of service and high performance for critical applications. ServicePilot is one of the very few solutions available today that promote a proactive approach by providing comprehensive and consistent monitoring of enterprise networks, servers and applications to ensure high availability and performance of corporate business applications. By combining fault management features, performance management, SLA management, and capacity planning within a single platform, ServicePilot offers a significant competitive edge and ROI. ServicePilot is currently being used by a large number of organizations, including Banque Populaire, Caisse d'Epargne, Crédit Agricole, HSBC, AGF, Groupama, Maif, Chantiers de l'Atlantique, EDF, Cramif, CG35, and AFP. For more information, please visit www.servicepilot.com