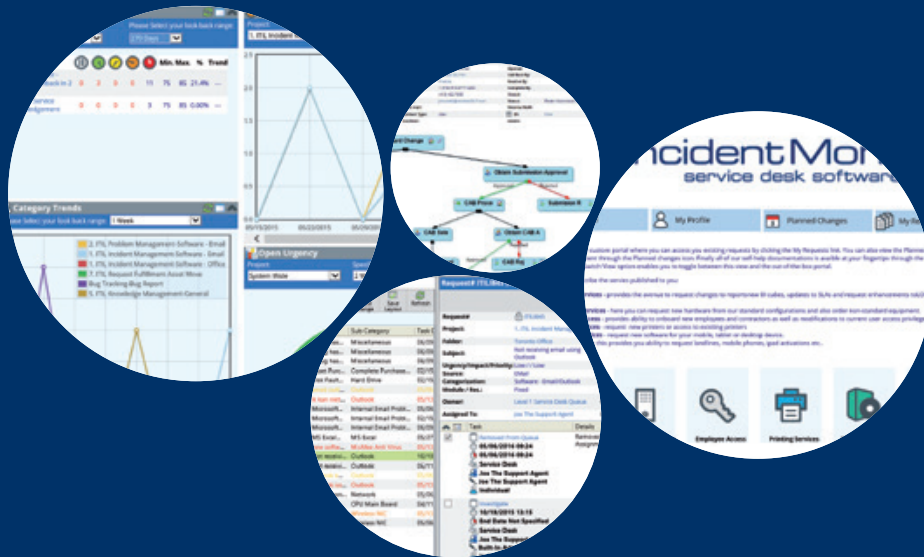**Incident Monitor™**
service desk software

It's not just an application, it's a service management framework!

IncidentMonitor™ is an advanced and flexible ITSM solution. Developed, delivered and supported from our Canadian office. Since 1999 Monitor 24-7 Inc. has developed a healthy user base across the US, Canada and Europe. Functionality, features and best practice templates like 10 ITIL processes, HR processes, customer surveys, etc... are delivered out-of-the-box.

IncidentMonitor™ is more than just an application for IT and ITIL support, it is a service management framework with an integrated Workflow Engine, Self Service Portal and Service Catalog Designer. This, coupled with a no module approach, allows you to extend your service delivery beyond service desk into other areas of the organization.

IncidentMonitor™'s open integration capabilities enable you to broker service requests and engage partners and other areas of your organization. Remember, IncidentMonitor™ is not just an application. It is a service management framework.

With IncidentMonitor™ you will increase customer service and improve business efficiency. Our mission is to provide a solution that drives business efficiency without the need to continuously invest in new modules. With IncidentMonitor™ your integration, workflow, service portal and form designer options are virtually limitless.

Some customer examples: • IT Service Desk • ITSM and ITIL • Service Catalog Management • Facilities Management • Work order management • RMA Support • Satisfaction Surveys • Human Resources Processing • Complaint Management • Invoice Query Management

When you engage with Monitor 24-7 you engage for success.

Open Architecture

IncidentMonitor™ has been built upon an open architecture which publishes its service management framework through web services and a component object model. This provides an infinite number of possibilities for integration where we ship out-of-the-box with:

• Custom Service Portals
• EMAIL management
• Chat
• Network Management integration
• Reporting Engine for automatic report delivery
• Telephony Interface for call center integration
• Communities to support Social IT
• Knowledge management with a vetting process and KCS support
• LDAP and Active Directory for single-sign on support
• SCOM and SCCM
• Integrated Dashboards with the ability to design your own custom dashboards
• Service Portal integration with corporate Intranets

Exchanging data between tools

IncidentMonitor™ regularly operates as the central system that exchanges data with other tools. A true service management platform is able to receive information from for example monitoring tools and is able to send information back. IncidentMonitor™'s Data Exchange Partner included within the application is designed to define this communication without the need of any coding. Many of our customers use this functionality to automate processes between different tools or bridge between dissimilar applications.

Security

Service Management software tools capture a lot of content. Often the systems are integrated with directory services. Not many organizations realize that information captured in service management tools can be information you want to protect from the outside world. We take security very seriously and have been verified by third parties in accordance with OWASP Application Security Verification Standards (ASVS).

Our Value to You

Monitor 24-7 is a different kind of software company. We strive to ensure that our clients are successful in their implementation and that their implementation will grow as their service delivery matures. Our no module approach allows you to seamlessly increase your delivery maturity and offerings without extra costs - the features are just waiting for you to turn them on.

We have structured our delivery and support so you are always dealing with us, the software vendor, as our clients are the most important thing to our organization. Our support is arranged to ensure that you receive "top notch" support for whatever you need: How to; to future enhancements; to bug reporting (yes they happen from time to time) - you are always dealing with skilled Monitor 24-7 Inc. staff.

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service management solutions