



Monitor 24-7 Inc.
Enterprise Service Management Solutions

Customer Success Story



Key Benefits

- ITIL® requirements
- Service level agreements
- Service Catalogs
- Easily integrated with corporate systems
- Powerful, flexible and cost effective
- Excellent product support

Business Profile

With 10 offices worldwide, Alliance Atlantis Communications is one of Canada's largest television broadcasters, with controlling ownership of 13 Canadian specialty television channels including Showcase, History Television and Food Network. Alliance Atlantis also co-produces and distributes the hit CSI franchise and indirectly holds a 51% limited partnership interest in Motion Picture Distribution LP, the principal distributor of motion pictures in Canada.

Alliance Atlantis IT Groups gets help from IncidentMonitor™

As Manager of Information Technology at Alliance Atlantis Communications Inc., Mr. Michael Consiglio is responsible for the smooth operation of the company's IT service desk. With over 700 users in Canada, the United States and Europe, Michael was in need of a powerful, flexible and cost effective software platform that was compatible with their existing technology.

"After making due with our limited help desk system, we had a mandate to find a solution that would provide ITIL® best practices, be incredibly modifiable and scalable, and maintain excellent SLA (Service Level Agreement) responses over the long term."

After researching a number of external software options in the early part of 2005 to improve the

workflow for his team, Michael chose IncidentMonitor™ from Monitor 24-7.

"It has been running successfully since July 2005," says Mr. Consiglio. The IncidentMonitor™ Advantage For Alliance Atlantis

"There are a few other enterprise software systems available in the marketplace, but none have the complete package that IncidentMonitor™ offers," says Mr. Consiglio. IncidentMonitor™ is a full-featured, out-of-the-box single platform enterprise service management framework for automating customer-facing services to reduce costs and improve service.

Adds Michael, "through IncidentMonitor™, Monitor 24-7 provided a single platform that required only a few weeks of development and testing time."

IncidentMonitor™ focuses on all service management processes in every department within an organization by providing:

- Robust workflow
- Skills-based routing
- Policy-based service level management
- Simplified administration, to enable you to

focus on your business objectives instead of the technology. IncidentMonitor™ Adapts And Grows With Alliance Atlantis

"In the 10 months that we have been running IncidentMonitor™, we have changed our ticket rules about half a dozen times to make our service as efficient as possible," says Michael. "We've added escalation actions, incident reporting and a host of customized e-mail messaging functions - all quite easily."

IncidentMonitor™'s SLR (Service Level Rules) feature allows you to define specific rules for each task within a project, activity level, category, sub category and severity. Also, multiple time and event based rules can be defined

for each task and each rule can have associated actions carried out when the rule is triggered. Actions can be send a notification, color code the request, escalate the request, personalized message or send a network message

"With IncidentMonitor™, we have an easy to use service catalog to work with and a great support team from Monitor 24-7 that are available around the clock to service our needs," says Mr. Consiglio.

"But the system is so intuitive and simple to use, we rarely need any support from them."

IncidentMonitor™ Results Speak For Themselves

"IncidentMonitor™ has reduced our queues and wait times, and our level of service has never been higher," says Mr. Consiglio. IncidentMonitor™'s skills based routing system uses a dynamic load balancing algorithm that monitors activity and distributes service requests evenly across the service team. It's based on real time analysis, the work schedule of your service personnel and estimated task time for existing requests.

"The bottom line is that IncidentMonitor™ has made everyone's life much easier, adds Michael

"To say we are pleased with its performance would be an understatement. And I know that years from now, IncidentMonitor™ and Monitor 24-7 will still be finding ways to improve our workflow."



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® 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.



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