

# HAL Knowledge Solutions joins the Information Technology Management Forum (itSMF)

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HAL's Application Portfolio Management solution supports companies in the adoption of a standards based approach to IT service management

Bracknell, UK, 8 March 2005: HAL Knowledge Solutions, the leading provider of Application Portfolio Management (APM) solutions, today announces it has joined the Information Technology Service Management Forum (itSMF).

The itSMF is the only internationally recognised and independent organisation dedicated to IT Service Management and is a major influence on, and contributor to, industry 'best practice' and standards worldwide. Formed in the UK in 1991, it now has over 1000 member organisations with national chapters in 20 countries, each working in partnership with a wide range of governmental and standards bodies worldwide.

Vital in today's regulatory environment, the Association aims to develop and promote industry best practice in service management. It creates a vehicle to improve service performance and provides members with a relevant forum in which to exchange information and share experiences with their peers on both sides of the industry.

"Currently, the source of "best practice" definition for IT Service Management can be found in several publications across Europe, including the Information Technology Infrastructure Library (ITIL) from the Office of Government Commerce, and in BS 15000 - the standard for IT management, from the British Standards Institute," said Lorenzo Anzola, President of itSMF Italy. "Hal KS is one of the organisations within the itSMF able to provide tools and technologies that help companies to strictly follow the guidelines - managing and monitoring IT services quality, while integrating the necessary and appropriate resources to effectively support the IT function."

HAL's Application Portfolio Management solution provides objective metrics (LOC, FP, McCabe etc.) and qualitative information about the existing application portfolio, to support companies in adopting an effective ITIL methodology.

"HAL is proud to be part of itSMF. With corporate governance and outsourcing high on the agendas of CIOs, Application Portfolio Management is a vital component in allowing enterprises to control, manage and audit their legacy, and often proprietary, systems" said Niccolo Garzelli, COO at HAL. "The advantages that a high quality IT infrastructure brings to companies are huge, ensuring ongoing cost reduction and a steady improvement to products and processes. As such, defining standardised and monitored processes becomes an important competitive advantage"

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## About HAL Knowledge Solutions

HAL Knowledge Solutions is the market-leading provider of Application Portfolio Management software products and services that enable enterprises to reduce the cost of application support and maintenance while responding far more quickly to business and regulatory change. This is achieved by understanding the quality, nature and content of their complete application set and by analysing the productivity and value delivered by the internal or external IT functions working on these assets.

Founded in 1984 and with investment from Apax Partners, HAL has offices in Germany, Italy, Spain, Switzerland, UK and Brazil with development laboratories located in Italy and Bulgaria. The company markets its solutions both directly and in collaboration with partners such as major service partners including IBM, EDS and Banksiel. HAL's customers rank among the most prestigious organisations in the world, including UBS, Banca Intesa, Linea Directa, Assicurazioni Generali, TNT, Kuehne & Nagel, Telefonica and Renault Nissan.

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