Staff&Line Is 'Tickled Pink' With Pink Elephant Certification

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St Albans, 12th March 2009 – Staff&Line, a European leader in IT management solutions, has announced today that its flagship product, EasyVista, a fully integrated software suite, has successfully completed the PinkVERIFY certification of ITIL v3 compatibility for Service Management solutions.

According to Laurie Dolan, IT Management Consultant at Pink Elephant: "The grouping of the processes under Service Strategy, Design, Operation, Transition and Continual Service Improvement within EasyVista is a unique approach and certainly supports the ITIL v3 perspective of the service lifecycle."

As a result of this certification, 11 processes were verified as compatible with ITIL v3 and these were:

• Incident management
• Problem management
• Change management
• Service & Asset Configuration management
• Event Management
• Request fulfilment
• Release & deployment management
• Knowledge management
• Service level management
• Availability management
• Financial management

EasyVista allows companies to automate IT management tasks and to keep operating and administration costs to a minimum which is key in today's challenging environment. In addition, the Staff&Line Software-as-a-Service (SaaS) model (EasyVista.com) provides customers with a hosted solution to their IT management needs, as well as a traditional licensed approach. Again in the current climate, many organisations view this option as a very attractive alternative. For example global oil and well conglomerate, Expro implemented EasyVista.com in just under six weeks.

Additionally, EasyVista has very powerful Asset Management capabilities and many organisations buy EasyVista as a standalone resource to manage their IT assets. The combination of both Service Management and Asset Management in one fully integrated solution means that EasyVista is a market-leading product, best placed to help organisations cost-effectively control their IT management requirements.

Andrew Highland, Managing Director for Staff&Line UK comments: "I am delighted that we have certified and that so many of our processes have been verified. This now puts us in the same space as the likes of IBM, HP, BMC Software and above a sea of other service management companies, and of course we are much more competitively priced."

In particular, our asset management capabilities in EasyVista are market leading. This is because the product originates out of France, where owing to tax implications asset management has been a key consideration for customers for a long time. I can't think of another service management provider in

the UK that provides such strong capabilities in this area."

About Staff&Line:

Since it was founded in 1988, Staff&Line has positioned itself as the specialist in the IT management market. The company's EasyVista software suite is aimed at organisations of all sizes and covers the entire life cycle of IT assets, including incident, problem and event management, change management, release and availability management, service continuity and service level management, inventory management, automated inventories and user portals. EasyVista has been certified ITIL-compatible by PinkElephant. With operations in France, the UK, Italy, Spain, Portugal and the USA, Staff&Line has more than 3300 customers in the banking, insurance, industrial, service and public sectors and in IT outsourcing and consultancy. Staff&Line is a founding member of itSMF France and is listed on the Paris stock exchange (Alternext). For more information visit www.staffandline.fr.

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