

Customers Make IT Easy With EasyVista.com, Now Available in SaaS Mode

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St Albans, 28th April 2009 – Staff&Line, a European leader in IT management solutions, has announced today that its flagship product, EasyVista, a fully integrated software suite for IT Asset and IT Service Management is now available in a new version, EasyVista 2009, which comes in two options – EasyVista Classic and EasyVista.com.

Both are designed to make IT management faster and overall, less expensive. In fact, everything about EasyVista 2009 has been created to make life easier for customers, enabling organisations to concentrate on their core business while improving quality of service to end users and reducing IT management costs. EasyVista Classic is the traditional licensed option, installed on the customer site, but with newly improved and enhanced functionality, while the launch of EasyVista.com means that the product is now available in SaaS (Software as a Service) mode and can be leased and hosted on Staff&Line's platforms.

EasyVista.com cuts down on the infrastructure management which eats up valuable internal resource time, and which Staff&Line now takes care of. Additionally EasyVista.com can be deployed immediately, either into the organisation or with suppliers/outsourcers enabling the customer to achieve fast results. There are no more cumbersome migration issues, upgrades are automatic and transparent, and customers always have the latest functionality. EasyVista.com is available 24/7 and is completely secure, guaranteeing high integrity and confidentiality of your data. EasyVista.com is a 'partner' friendly solution and the aim is to sell it through partner organisations in the UK. The EasyVista.com platform is hosted by Equinix, one of the world's leading datacentres (www.equinix.com), with sites in Europe, the United States and Asia.

Andrew Highland, Managing Director for Staff&Line UK comments: "Staff&Line is a pioneer of SaaS. The first EasyVista.com platform was launched as far back as 1998. Since then hundreds of customers around the world have successfully used EasyVista.com, some of them now for over 8 years, and today we have more than 200 customers and some 2,000,000 PCs under management, handling several million events and requests every year."

This leading IT Management solution is a fully integrated, modular package and has recently successfully completed the PinkVERIFY certification of ITIL v3 compatibility for Service Management solutions. As a result of this certification, 11 processes were verified as being compatible with ITIL. The solution is fully customisable and is easy to deploy, can be easily upgraded and offers multi-company and multi-time zone capabilities.

Available in SaaS (Software As A Service) mode

EasyVista.com is installed on Staff&Line's extremely secure host platforms, and can be accessed 24-7 by the relevant IT teams, end-users, outsourcers and suppliers. Additionally it is available from a simple browser (no Active X or downloaded applet) and comes in 7 languages (French, English, German, Italian, Spanish, Dutch, and Portuguese). A full test environment is created during the deployment and testing phases to make sure that the solution works effectively.

EasyVista.com can be leased for as little as £100 per month per user, which provides customers with full access to the EasyVista 2009 modules. Maintenance is included with round the clock support as an additional option.

With EasyVista.com customers get full data confidentiality: all data and customised parameters in EasyVista.com are strictly confidential. Staff&Line are contracted never to disclose this information to third parties. In addition only specifically authorised Staff&Line personnel have physical access to the data for maintenance purposes and all access to EasyVista.com is recorded. Every customer's data is stored in a physically separate database.

EasyVista.com also offers high availability and Staff&Line undertakes to ensure that EasyVista.com has better than 99.9 percent availability.

Although hosted on Staff&Line's SaaS platform, EasyVista.com provides the same interface capability to each customer's information system as a traditional licensed solution installed within the company. EasyVista.com has a native interface to commercial packages or to an organisation's in-house applications.

EasyVista Connect: EasyVista.com's connectivity module

EasyVista Connect is a module that allows EasyVista.com to interface dynamically with third-party applications such as web services, mail and file exchanges and direct links to databases. A set of standard connectors provide simple interfaces with the main software packages on the market. All data exchanges between the EasyVista.com platform and third party applications are secure in HTTPS mode, and with an SSL certificate.

If you are interested in find out more please visit the Staff&Line Stand 820 at the Service Desk & IT Support Show.

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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.com.

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