Numara Software Shares Key Strategies for Service Management Success in Today's Economic Environment

Submitted by: C8 Consulting

Monday, 24 August 2009

New Video Features Tips from a Leading Analyst Firm on How to Achieve Continuous Improvement and Better Business Alignment.

Tampa, Fla., August 24, 2009 –Numara® Software, Inc., a leader in service desk management solutions for IT professionals, today released a video featuring insight and advice from two service management experts: David Coyle, research VP for Gartner, and Matt Dircks, VP of product strategy for Numara Software. In the video, Coyle will discuss the top issues facing today's CIOs and IT managers, including the pressure to reduce costs, the critical need for business alignment and the challenge to keep up with constant change. Dirks will then provide insight into how Numara Software solutions can help organizations overcome these obstacles by enhancing and automating their service management processes with a practical, real world, approach that helps them tie back service delivery results to the objectives of the business.

"During an economic downturn, CIOs and IT managers feel tremendous pressure to reduce costs and deliver more value to the business, and they're finding that their current service management processes and tools just aren't cutting it," said David Coyle, research VP for Gartner. "As a result, organizations are looking for solutions that are easy to implement and configure, work well with existing tools, deliver clear metrics and provide quick ROI – in order to implement more effective processes and drive continuous improvement."

The video includes expert advice, including:

- Ways to attain better data and improve reporting to ensure service level expectations are met
- Proven methods to realize quick ROI and manage continuous improvements, consolidation, and more effective processes
- Tips for selecting tools that easily integrate, have cross-departmental functionality, drive down costs, and drive continuous improvement
- Ways to improve your service desk management and workflow automation
- Expert analysis of critical ITIL-based processes
- Guidelines for using metrics to demonstrate value to the business and improve processes
- Steps to take to leverage service management tracking beyond IT

"For more than a decade, we've used feedback from customers at more than 50,000 sites around the world to design solutions that reduce costs, streamline processes and improve business services," said Matt Dircks, VP of product development at Numara Software. "IT organizations can no longer afford to focus only on technology and their internal organization; they now have to consider the quality of the services they provide more deeply and demonstrate measurable value to the business. Numara FootPrints offers unparalleled flexibility and affordable enterprise-level capabilities that enable any IT organization to deliver world-class service to their business users, implement industry best practices (ITIL®) while also managing costs and change."

To learn more about these key strategies, and watch the full 30-minute video, please visit: http://www.numarasoftware.com/Webinar_Request.aspx?id=Gartner.

About Numara Software

With more than 55,000 customer sites worldwide, Numara Software is a global leader in delivering practical, flexible solutions that allow IT organizations to improve service to their end-users. Our integrated IT service management and IT asset management software platforms enable organizations to efficiently automate a wide variety of IT related tasks and processes using interoperable solutions from a single, proven vendor. Widely known for our dedicated focus on ease of use and affordability for our customers, our IT solutions deliver fast time-to-value, increased control, and reduced risk for small businesses to large companies. For more information, visit: www.numarasoftware.com.

Our well-established, flagship solutions include Numara Track-It!, Numara FootPrints, and Numara Asset Management Platform. Our solutions help IT managers with first-time automation needs to complex, integrated processes for help desk, IT service management, IT asset lifecycle management, inventory and desktop management, compliance and vulnerability management, and power management.

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