Sunrise Software launches Sostenuto 4.0

Latest innovation harnesses the power of social media and the Internet in today's business environment

Chessington, 24 January 2012 - UK-headquartered service management company Sunrise Software (http://www.sunrisesoftware.co.uk) has today announced the launch of Sostenuto 4.0. The latest version of Sunrise Software's flagship product is available immediately and supports Representational State Transfer (REST), a modern architectural framework for the design of so-called distributed hypermedia applications, the most prevalent and largest implementation being the World Wide Web or the Internet. The new Sostenuto RESTful integration framework promises to deliver tighter and more intelligent integration between the IT service desk and an organisation's critical business processes, common Enterprise Resource Planning (ERP) applications and financial systems. In addition, Sostenuto 4.0 links the company's core service desk seamlessly to some of the world's leading social media including Facebook, Twitter, Skype™ and Salesforce.com Chatter.

The latest version of Sostenuto provides organisations with a range of new features that deliver tangible benefits. Highlights include faster time-to-value of the total IT service management infrastructure, a significantly enhanced user experience and a more flexible licensing model that accurately reflects an organisation's unique service desk structure and specific requirements.

Geoff Rees, Sales Director of Sunrise Software, commented: "Today's social media world represents a vital new sales channel for organisations everywhere and innovations in technology need to help businesses maximise the potential of this new environment. We believe our latest version of Sostenuto will encourage commercial creativity by providing a robust and flexible platform that connects the whole IT service management ecosystem and guarantees significantly enhanced service improvements across the board."

Based on Sunrise Software's years of experience in providing tools for the successful integration of in-house developed, off-the-shelf and bespoke systems, the latest version of Sostenuto provides organisations with a choice of enterprise integration techniques that encompass applications based on both traditional Simple Object Access Protocol (SOAP) and now REST architectures. By deploying Sostenuto 4.0 to connect the corporate IT service management infrastructure, IT directors can speed up their integration process, reduce the risk of errors and improve the interoperability of their entire IT estate through automated duplication of information across multiple systems and business units. The availability of real-time data supports faster and more accurate decision-making and the single platform lowers maintenance costs and provides a robust and scalable operation.

Sostenuto 4.0 features newly designed graphics, icons and colour schemes that enhance the overall user experience, enabling the IT department to select a user interface theme that suits their needs whilst retaining the original flexibility of the Sostenuto product. In addition, service desk professionals can create new fields that reference both Account and Group information, enabling multiple users who are working on the same project to secure easy access and greater visibility of data relating to the assignment in question.

With the launch of Sostenuto 4.0, Sunrise Software has introduced named licences to complement the company's existing concurrent licensing model. Sunrise believes this latest move will ensure that service desk staff requiring guaranteed access to the Sostenuto platform will have a dedicated licence allocated to them from their existing pool of available licences. A combination of named and concurrent licences will also offer organisations greater flexibility to adopt a model that is tailored to the specific needs of their unique service desk structure.

For more information on Sunrise Sostenuto 4.0 and to download copies of the company's new product literature, please visit www.sunrisesoftware.co.uk

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NOTES TO EDITORS

About Sunrise Software

Established in 1994, Sunrise provides applications which underpin business processes across its customers' organisations. A privately held, UK based company, Sunrise has a highly successful track record in IT service management, customer service management and business process management with fully configured applications designed around best practice guidelines.

Available as either on-premise or Software As A Service (SAAS) Sostenuto, Sunrise's flagship product is totally web-based which harnesses modern technology with inbuilt resilience. Sostenuto is a comprehensive software tool which offers a high degree of flexibility, allowing organisations to change or introduce new processes through simple configuration.

There are three different variants to address different business requirements:

• Sostenuto ITSM available as ITSM2 and ITSM3 (ITIL2 or ITIL3 versions)

• Sostenuto CSM, a non-ITIL tool for customer service departments.

• Sostenuto BPM, which allows organisations to create their own applications

Over a 1000 organisations use Sostenuto across the UK, with high profile users including Anglian Water, the NHS, Rugby Football Union, University of Greenwich, Muller Dairy and many more.

For more information please visit: www.sunrisesoftware.co.uk

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