# Sunrise Software launches Accelerate

Submitted by: PR Artistry Limited

Thursday, 26 April 2012

Latest addition to Sostenuto portfolio provides SMEs with a powerful Service Desk solution quickly and cost-effectively

Chessington, 26th April 2012 - UK-headquartered service management company Sunrise Software (http://www.sunrisesoftware.co.uk) has today announced the launch of Sunrise Accelerate.  The latest addition to Sunrise Software's flagship Sostenuto product line enables small to medium-sized organisations (SMEs) to roll out a powerful Service Desk solution quickly at minimal capital cost and without the need for additional resources.  Sunrise Accelerate is available immediately and made its debut on stand number 200 at this year's Service Desk & IT Support Show between 24th and 25th April at Earls Court in London.

Sunrise Accelerate is specifically targeted at SMEs and builds on the company's extensive experience and expertise in developing and implementing IT Service Desk solutions for all sizes of organisation across multiple industry sectors.  It comes pre-configured with a range of the latest ITIL-verified processes such as Incident, Problem, Change and Knowledge Management and incorporates Event Management and reporting capabilities as standard.  The new fast-start package promises to deliver high quality service, quickly and efficiently with inbuilt flexibility to manage third party contracts and track their performance against measurable Service Level Agreements (SLAs).

Geoff Rees, Sales Director of Sunrise Software, commented: "SMEs are under huge pressure to make the most of their critical but often limited capital and human resources yet still create a robust Service Desk infrastructure that delivers real value to their customers.  Sunrise Accelerate is the perfect solution for them.  Powered by our market-leading Sostenuto platform, it combines the same advanced functionality with carefully tailored training and consultancy to provide SMEs with a ready-to-use Service Desk that is typically up and running in a matter of days rather than weeks or even months."

Sunrise Accelerate is highly customisable and can integrate with other Sostenuto applications including Sostenuto Mobile and Sostenuto's self-service platform Iguana to create a robust, tightly integrated Service Desk infrastructure.

An important component of Sunrise Accelerate is the provision of four days' consultancy delivered by the company's professional in-house services and support team.  This personalised, hands-on training and implementation service, supplemented by a range of online documentation and how-to guides, is designed to help SMEs roll out their new Accelerate Service Desk quickly.  It also aims to give both Service Desk administrators and agents the confidence they need to make the most of their new Accelerate deployment as it grows in the future.

Customers who sign up to the Accelerate solution will benefit from Sunrise Software's Support and Maintenance service giving them telephone and email support from the company's dedicated Customer Service Desk and the latest versions of the software as they become available.

In addition, Accelerate customers will have privileged access to Sunrise Software's self-service portal

and secure customer website, giving them additional knowledge to help them achieve total self-sufficiency.  They will also have the opportunity to network with other Sunrise users and take an active part in future product development by participating in Sunrise Software's customer forums and user groups.

The introduction of Sunrise Accelerate underlines Sunrise Software's commitment to keeping ahead of new technology trends and highlights the company's ambitious new product development programme.  Over the past four months alone, the company has announced Sostenuto 4.0 and Sostenuto Mobile.

Sostenuto 4.0 delivers a wealth of tangible benefits including 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.  Sostenuto Mobile allows instant, real-time access to the Service Desk and the ability to provide robust, critical support services using a wide range of mobile devices including the latest smart devices such as iPhones, Blackberry's and iPads.

For more information on Sunrise Accelerate, please visit www.sunrisesoftware.co.uk, email enquiries@sunrisesoftware.co.uk or telephone +44 (0)20 8391 9000.

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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 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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