

Dramatic setting for ITSM Software Tools Forum

Submitted by: C8 Consulting

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The itSMF UK heads north to Manchester City Stadium to host its free-for-members ITSM Software Tools Forum

London, UK – 3rd May 2012 – itSMF UK, the UK's largest service management user group, announced today the details around its ITSM Software Tools Forum taking place on 29th May 2012. The event - which is free and open to all itSMF UK members across the country - will appeal to those looking to reduce their costs, streamline their existing IT service infrastructure, and implement new processes more quickly and efficiently with the help of software tools.

The forum takes place on 29th May in the dramatic setting of Manchester City Football stadium from 9.00 to 16.00. Sponsors for this event include: Service-now, Hornbill; Cherwell; Marval; Serena and FrontRange. The event is free for itSMF UK members to attend, and those who are not already members can pay a one-off fee of £100 + VAT to attend. If you are a BCS member, this fee will also get you a year's membership to the itSMF UK.

Finding the right products and implementing them correctly is a challenge for any organisation, and keeping abreast of the latest software developments is becoming increasingly difficult as users have less and less time available to explore the options. This event offers an unprecedented opportunity to bring vendors, consultants and potential buyers together under one roof to discuss product selection and implementation.

Event attendees will spend a full day in Manchester learning about key issues around ITSM Tools:

- What ITSM tools and products are available, and how can they be implemented most cost-effectively?
- What pitfalls should be avoided in selecting ITSM products?
- How easy is it to streamline key IT processes and functions with the help of technology?
- How can product innovations help IT to deliver business value and improve the customer experience?
- What does the future hold for service management and service desk software?

itSMF UK CEO Ben Clacy said, "We're really looking forward to this new event, which takes place at a crucial time for our members, many of whom are re-examining their choice of software tools and facing some key decisions for the future. We hope that the Forum will provide the information they need to make these decisions more easily."

For more information about the itSMF UK ITSM Software Tools Forum, or if you are interested in attending, please contact Teresa Corre at the itSMF UK office on 0118 918 6500 or events@itsmf.co.uk.

For further press information, contact fiona@c8consulting.co.uk or call 0118 900 1134.

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About the itSMF UK

Established over 20 years ago, the itSMF UK boasts over 12,000 members, 60 percent of which are from FTSE 100 companies spanning all vertical markets in the UK. The itSMF UK's raison d'être is to help organisations and individuals deliver operational efficiency, service improvement and best practice and standards in IT Service Management. The itSMF UK connects IT professionals with appropriate knowledge, networks and training programmes to help them better understand complex evolving IT infrastructures. Through the itSMF members can gain and learn from the experience of thousands of their IT peers. itSMF UK members are entitled to significant discounts on the latest ITSM publications and events, including seminars and an industry-leading Annual Conference, plus free attendance at Regional meetings and Special Interest Groups (SIGS). To find out more please go to www.itsmf.co.uk or call 0118 918 6500.

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