Sunrise Software launches Sostenuto Wallboard

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Latest addition to portfolio provides real-time visibility of Service Desk performance and rapidly improves decision-making

Chessington, 14th August 2012 - UK-headquartered service management company Sunrise Software (http://www.sunrisesoftware.co.uk) has today announced the launch of Sostenuto Wallboard. Available immediately, this latest addition to Sunrise Software's flagship product line has been designed to provide real-time visibility of Service Desk performance against Key Performance Indicators (KPIs) and improve business-critical decision-making. Easily tailored to diverse customer environments, Sostenuto Wallboard integrates seamlessly with Sunrise's Sostenuto IT Service Management platform and supports external applications such as financial, sales and asset discovery tools.

Currently available in English and German, Sostenuto Wallboard can be accessed using traditional desktop PCs, internet browsers or via the latest tablet devices such as iPads.

Sostenuto Wallboard is a simple and effective web-based solution that offers out-of-the-box content for fast implementation. It brings a variety of benefits to the Service Desk such as public or secure access to performance related information and the ability to present important metrics in a variety of graphical formats from a single location.   By providing a consolidated view of critical KPIs, everyone from the Service Desk analyst to the CIO has early warning of potential issues that require additional attention or escalation. In addition, Service Desk managers can proactively manage their resources based on up-to-the-minute utilisation information.

Geoff Rees, Sales Director of Sunrise Software, commented: "Businesses today require instant and accurate information at their fingertips to help them make critical commercial decisions and the Service Desk is no exception. Much simpler than a dashboard, Sostenuto Wallboard is a powerful tool that keeps all IT stakeholders on top of their Service Desk environment. Key data, visually presented and automatically updated in real-time, enables Service Desk managers to support changes to their business environment quickly and in line with industry best-practice principles such as ITIL®."

The introduction of Sostenuto Wallboard underlines Sunrise Software's commitment to keeping ahead of new technology trends and highlights the company's ambitious new product development programme. Earlier this year, the company announced Sostenuto 4.0. 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. Most recently, Sunrise Software launched Sostenuto Mobile at this year's Service Desk & IT Support Show, allowing instant, real-time, 24/7/365 access to the Service Desk and the ability to provide robust, critical support services using a wide range of mobile devices.

For more information on Sostenuto Wallboard 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 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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