

Sunrise Software signs up EMI Music Publishing

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World's leading publisher of popular music goes live in record time with Sostenuto IT Service Management solution

Chessington, 29 Aug 2012 - UK-headquartered service management company Sunrise Software (<http://www.sunrisesoftware.co.uk>) has today announced that EMI Music Publishing, the world's leading publisher of popular music, has selected its flagship product Sostenuto to support 900 users in 55 countries around the world. The Software as a Service (SaaS) IT Service Management solution went live in just one week and is already providing greater visibility of EMI's IT activities and tighter integration between the company's two main Service Desks in London and New York.

EMI Music Publishing in Europe was looking to upgrade its existing IT Service Management platform with a global SaaS offering that could also support the company's team in the United States. After evaluating several vendors in the marketplace, it chose Sunrise Software primarily for its out-of-the-box functionality and the excellent service Sunrise provided during the sales process.

Eifion Smith, European IT Service Delivery Manager at EMI Music Publishing commented, "Compared with other solutions, Sostenuto offered a complete out-of-the-box package with no hidden surprises or expensive, additional bolt-ons. We also built up a fantastic relationship with the Sunrise account manager who was easy to work with and went the extra mile to answer all our questions."

Sunrise Software was successful in meeting EMI Music Publishing's demanding timescales, going live just one week after purchasing the new software. Ten Service Desk analysts are using Sostenuto to build an effective IT service delivery framework based on ITIL® best-practice principles. They are currently using the new system to promote more consistent ways of working between the two main Service Desks, with global processes for Incident and Problem Management.

In just a few weeks, EMI Music Publishing has derived immediate benefit from the real-time information and management reports made possible by Sostenuto. The transparency of the solution gives the IT department, in both Europe and the USA, greater visibility of all activities coming into the Service Desk and will ultimately deliver an enhanced service to users everywhere.

EMI Music Publishing plans to expand the Sostenuto solution by adding self-service, Change Management and Knowledge Management functionality to the Service Desk environment in the future, a step that will save time by automating common tasks and enable users to help themselves.

Geoff Rees, Sales Director of Sunrise Software, concluded: "Fast-moving organisations like EMI Music Publishing with a high-profile, well-respected reputation to keep, demand dynamic yet reliable technology to support their staff. With a proven track record in delivering value for money and scalable Service Desk solutions to a wide range of industry sectors, EMI Music Publishing can trust us to provide a compact, high performance technology solution that delivers a swift, efficient IT service and guarantees rapid business results to boot."

For more information on Sunrise Software, its products, services and customers, please visit www.sunrisesoftware.co.uk

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NOTES TO EDITORS

About EMI Music Publishing

EMI Music Publishing is the world's most creative music publisher with more than one million copyrights including some of the best-known songs ever written, such as "New York New York", "You've Got A Friend", "Lady Marmalade", "Always On My Mind", "Three Times A Lady", "I Heard It Through The Grapevine" and "Singin' In the Rain". Its current hit-making writers and producers include Arctic Monkeys, Beyoncé, James Blunt, Kelly Clarkson, Jay-Z, Norah Jones, Alicia Keys, Pink, Usher, Kanye West, Pharrell Williams and Amy Winehouse.

EMI Music Publishing's ability to sign up the best songwriters working in the industry is reflected by prestigious accolades including being voted Billboard's Publisher of the Year for 12 years running in the United States and Music Week's publish of the Year for the last 14 years in the UK.

For more information, please visit: www.emimusicpub.com

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

Many 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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