Sunrise Software's Sostenuto awarded Service Desk Institute Standard for Performance Results Report Compliancy

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Sunrise Software one of only two vendors globally to achieve industry standard certification for ITSM Reporting

Chessington, 27 June 2013 - Sunrise Software (http://www.sunrisesoftware.co.uk) has received confirmation from the Service Desk Institute (SDI) that its flagship IT Service Desk product, Sostenuto ITSM, is now compliant with the SDI Standard for Performance Results Reporting. Sunrise Software is one of only two vendors globally to have achieved this certification. Additionally Sunrise is currently the only vendor to offer this capability on a true browser based software platform – with no reliance on a client/server architecture. This means that Sunrise Sostenuto ITSM now has an accredited series of reports that provide Performance Reporting, enabling Service Desks to track on a 12 month rolling basis how they are performing against their goals. The reports also show 'Value to the Business' and support ITIL® continual improvement processes.

Geoff Rees, Sales Director at Sunrise Software said; "At Sunrise we are committed to providing innovative solutions that enable our clients to provide the best possible support to their customers. For this reason Sostenuto has been designed as a Service Desk platform that, while providing a great standard solution, is highly flexible and adaptable. This in-built flexibility means that we have readily been able to meet the SDI's standards for Performance Results Reporting. We are proud to be able to offer SDI compliant Performance Results Reports as an extension to our Sostenuto ITSM solution."

The new reports provide data that is graphically displayed to show information trended over a rolling 12 month period. Each report depicts actual performance and the future trend in relation to the agreed level of performance targeted. This ability to monitor performance trends over time ensures Service Desks can take pro-active action to head off performance issues before they become problems.

Tessa Troubridge, Managing Director at SDI commented; "Supporting the business is the key role of IT today, running an efficient service, proving value to the business and aiming for continuous improvement are all important goals. To be able to measure performance is critical to any Service Desk, and in order to do this there must be a suitable tool. We are delighted that Sunrise Software has achieved SDI compliance for its Performance Reporting with Sostenuto, only the second IT Service Desk management solution to meet this internationally recognised criteria."

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NOTES TO EDITORS

About Service Desk Institute

Founded in 1988 by Howard Kendall, the Service Desk Institute (SDI) is the leading authority on service desk and IT support related issues, providing specialist information and research about the technologies,

tools and trends of the industry. It is Europe's only support network for IT service desk professionals, and its 800 organisation members span numerous industries.

Acting as an independent adviser, SDI captures and disseminates creative and innovative ideas for tomorrow's service desk and support operation. SDI sets the best practice standards for the IT support industry and is the conduit for delivering knowledge and career enhancing skills to the professional community, through membership, training, conferences, events and its publication SupportWorld magazine. It also offers the opportunity for international recognition of the support centre operation through its globally recognised Service Desk Certification audit programme.

Further information about SDI can be found at: www.sdi-europe.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
• Sostenuto HR Case Management, for HR support

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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