

Nigel Moat appointed as Sunrise Solutions Manager

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Chessington, Surrey, 29 May 2014. Sunrise Software has announced the appointment of Nigel Moat as Sunrise Solutions Manager, a senior role managing the configuration of all the services that are maintained within the Sunrise product line that are based on the Sostenuto platform. Nigel joins from Anglian Water Services Limited, where he spent the last 15 years of his 30 year tenure, leading teams to deliver solutions within this large corporation on a range of IT and business process based projects, developing bespoke build solutions and, since 2004, using the Sunrise IT Service Management (ITSM) product.

Whilst Sostenuto, Sunrise's Service Management platform, provides a standard build, the Sunrise team configure this so that each product is aligned to business processes in a number of strategic and vertical market spaces. The Sunrise Solutions Manager role is pivotal in ensuring that configured solutions are aligned to business processes and that the business will stay ahead of the markets' needs in each area. Configured versions currently exist for ITSM, Customer Service Management (CSM) and HR Case Management (HRCM).

"Business process mapping skills are a core competency for this role, but a working knowledge of the product, and knowing how to configure the solution to meet the real world challenges of users adds true value," says Neil Penny, Product Director at Sunrise Software. "We are thrilled to have Nigel join us. He has a wealth of business process knowledge and because he has been a Sunrise ITSM user, this knowledge will be really advantageous to our existing and future customers as we continue to develop our products for new sectors."

On joining Sunrise Nigel commented; "This was no small step for me after 30 years with Anglian Water, but I have always had a fondness for Sunrise. It's such a dynamic, innovative company and the team have been really supportive and knowledgeable. I always felt that if a career change came my way, then Sunrise would be the first port of call – and the timing of this role fitted in for both Sunrise and myself'. I'm excited about the opportunity and already have some ideas, based on my previous experience, on how we can configure Sostenuto to work effectively in other areas of business, and other vertical markets."

Sunrise will be making further announcements about new products and configurations later in the year.

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NOTES TO EDITORS

About Sunrise Software

Sunrise Software has 20 years' experience implementing service management software that enables organisations to support both internal and external customers. The software is designed to meet industry best practice and is easily configurable to meet individual organisations' specific needs.

The software is browser based, making it easy and intuitive to use. It comes in several versions suitable for Customer Service departments that are speaking to external customers, IT departments providing technical and support services to the business, and other departments such as Facilities management and HR/Payroll that are providing services to staff and managing third party suppliers.

The software is available on-premise or as a Software as a Service/ Cloud solution and is used by numerous high profile organisations including Anglian Water, the NHS, University of Greenwich, Muller Dairy and many more.

For more information please visit: www.sunrisesoftware.com

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