

**Press Release**

Hypersoft Information Systems

**Hypersoft Announces the Definition Framework for Managed IT Services**

*The New Service Definitions Functionality of Hypersoft OmniAnalyser™ Allows Configuring the Delivery Parameters of IT Services in a Simple and Easy Way for Efficient Mapping of Metrics to Service Level Agreements*

March 20, 2007, Munich, Germany

Hypersoft Information Systems, the leader in business service management software, today announced a solution to help enterprises around the world more effectively manage their Service Level Agreements for sustainable and controllable growth.

Hypersoft introduced the Service Definitions Framework, a new added feature for Hypersoft's key product OmniAnalyser™. Based on an improved service-oriented architecture of the OmniAnalyser™, it gives an instant view of the service structure, delivery process, and the appropriate Service Level Agreement for a vast variety of services and resources.

The new Service Definitions Framework allows for configuring information services through an intuitive end-user interface, providing customers with comprehensive and easy-to-understand information about the description, business value, vendors, delivery details, and performance of the services. It allows for rationalizing the enterprise IT landscape, helping understand and analyse managed services in their business context.

"The advantage of the Service Definitions Framework is that it allows for configuring your own services and for including there the metrics and reports business users consider to be necessary. This substantially broadens the OmniAnalyser™ capabilities," said Vlad Zhamoidzik, Hypersoft OmniAnalyser™ Web Reports development leader.

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This new innovative technology encapsulates detailed technical data in a business view, presenting the results in the form easily understood from a perspective of the end user. In this way, it allows for structuring and maintaining harmonised Service Level Agreements across different platforms and business units.

The overall importance of the Service Definitions Framework can be described as fast, accurate and effective way of implementing decision-making process specific to the customers' needs. Service performance presentation across the entire IT infrastructure in combination with the ability to produce drill-down reports about single transactions and their history in the system characterize OmniAnalyser™ as one of a kind business solution for adapting to a dynamic environment of service management and resource planning.

**About Hypersoft:**

Hypersoft products deliver the most complete information on quality, usage and costs of enterprise IT and IT-based services. Hypersoft pioneered the integrated end-to-end analysis of transaction-based services and designed the industry's most powerful cross-platform enterprise metric solution. Our software provides customers with reliable information for dynamic control and helps them to improve their services' commitment to business.

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