

Press Release

Hypersoft Information Systems

Hypersoft OmniContext™ Web Portal Raises the Bar of IT Service Management

January 24, 2007, Orlando, Florida

Building on the global success of its IT service management software, Hypersoft Information Systems announced immediate availability of OmniContext™ Service Metrics Portal — a solution that enables efficient, enterprise-wide implementation of metrics on IT services and IT-based business processes. Now the unmatched range of Hypersoft OmniAnalyser™ and OmniContext™ service performance indicators can be directly incorporated in the customers' business processes.

OmniContext™ Service Metrics Portal functionality allows for accessing individual selections of service metrics by users with different roles and responsibilities. The Portal recognizes a user after logon and unfolds the reports of the user's choice. Once there is a need to publish other business data, the Service Metrics Portal can be easily modified to regularly present a different selection of reports and analysis.

"It's noteworthy that the Portal can be, basically, fed any kind of business relevant documents, prepared by any enterprise application. The only condition is that the document can be accessed using HTTP," said Pavel Grigoriev, Hypersoft OmniContext™ Service Metrics Portal project leader.

Hypersoft is now delivering service metrics on the widest range of common and customer-specific information services. This includes in particular comprehensive support of IBM Lotus services, such as messaging, collaboration, and application services. With OmniAnalyser™ and OmniContext™ customers can operate their Lotus Domino infrastructure and applications as a truly efficient business. Other platforms measured and analyzed by Hypersoft include perimeter services, all major enterprise messaging and

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collaboration applications, web services, data replication, and many others.

The introduction of OmniContext™ Service Metrics Portal adds Hypersoft OmniAnalyser™ and OmniContext™ customers a competitive edge: its functionality ensures time efficient analyses of business-relevant IT metrics, appropriate distribution of corporate sensitive data, and designing valuable IT services that an enterprise may need in the future. Besides, its capabilities are not limited to using it with IT services provided internally, the solution has the potential to support delivery of quality services externally as well.

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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