

Press Release

Hypersoft Information Systems

**Newly Enhanced Monitoring of Microsoft OCS Services
with Hypersoft OmniAnalyser™**

The new real-time communication reporting on user experience opens up extensive opportunities for ensuring that corporate collaboration remains business driven and strategy-focused.

Munich, Germany October 13, 2010

The success of real-time communication service reporting has led Hypersoft to move into monitoring Office Communication Server quality of user experience. This new monitoring functionality now concentrates on providing the user with an overall picture on the communication media quality across business units and forming the base for proactive OCS management and strengthening of corporate collaboration.

In addition to the wealth of existing quality of service reporting for Microsoft Office Communication Server 2007 R2 platform such as synthetic transactional monitoring from different global locations or errors percentage reporting, MOS user experience metering now offers a view on how well voice communication is perceived by the end-users through focusing on four main metrics – listening, sending, network and conversation quality. New sets of reports, both dealing with high level aggregated metrics representation of user experience as well as offering direct links to detailed reports with more precise and verbose statistics offer insightful information in regards to VoIP implementation and support across distributed corporate ecosystems.

Decision makers and IT professionals now have the ability to monitor and compare how communication is perceived by users, how well data travels over the network, and how the infrastructure as a whole

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remains consistent.

As of today companies can proactively deal with possible LAN congestion problems slowing down levels of corporate collaboration and knowledge exchange, perform company-wide IT resources audit to establish poor performing device drivers and devices or make sure each and every device driver is kept updated.

In addition, new user experience reporting is fully compliant and unified with OmniAnalyser™ Service Definition Framework, allowing complete integration of KPIs and service levels with maintained service portfolios for both external and internal customers.

About Hypersoft:

Hypersoft Information Systems is the world's leading provider of IT services metrics for global players and government institutions, having been the first to offer cloud and business analytics opportunities to companies worldwide.

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