

Press Release

Hypersoft Information Systems GmbH

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Hypersoft OmniContext™ Integration Server to Support Service Level Management

Munich, September 1, 2004.

Hypersoft Informationssysteme GmbH is a vendor of leading software solutions designed to monitor and report on service levels on various business processes and messaging environments such as Microsoft Exchange or Lotus Notes. Hypersoft products are used by some of the largest organizations in the world, and are delivered by several major IT outsourcing companies as the standard reporting tool for SLA and usage statistics.

In the coming years, the growing confidence of organizations on the messaging infrastructure and its related business processes will considerably change IT group priorities. The business criticality of e-mail and other communication means will force organizations to apply data center operational disciplines to these as well. This includes pro-active service level monitoring, billing, failover, historical data analysis, and exception reporting that have been largely absent from messaging operations. Organizations must adopt these disciplines to enable delivery of higher levels of uptime and provide better service of quality.

OmniContext™ Integration Server is today's state-of-the-art software technology to cover these issues and collect, process, and analyze service level data from various corporate data sources allowing:

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- High-level reporting of Service Levels for messaging and other core business services
- Automatically generate and publish reports and multifunctional graphs to end users
- Automatically generate billing reports based on data being collected throughout the enterprise
- Proactive data and event monitoring to integrate data from a set of diverse data repositories

A web-based interface allows SLA management users to easily access all data and reports worldwide through a standard web browser. By supporting the concept of Service Hours, the software allows for specific quality checks, depending on the scheme of critical, regular and non business hours for every particular business process. Proactive monitoring combined with alarming keeps the quality of service at the contracted level.

OmniContext™ can significantly improve the day-to-day efficiency of service level operations and billing processes as well as the ability of IT professionals to meet the challenges of today's business environment.

For more information contact information@hypersoft.com or visit our website at www.hypersoft.com or meet us at one of the forthcoming events: Admin 2004 Europe in Paris, Microsoft IT Forum or Admin 2004 Europe in Copenhagen.

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