



FOR IMMEDIATE RELEASE

**ITINVOLVE NAMED 'BEST-IN-CLASS' FOR KNOWLEDGE MANAGEMENT IN
INDEPENDENT PRODUCT REVIEW**

***ITinvolve Knowledge Collaborator an 'excellent choice that works towards an intuitive
Knowledge Management solution'***

HOUSTON, Sept. 12, 2013 – [ITinvolve](#), the leading innovator of IT analysis and collaboration solutions, today announced the independent [ITSM Review](#) has awarded the Best-in-Class designation in its comparative review of Knowledge Management solutions to [ITinvolve Knowledge Collaborator](#). *ITSM Review* is an influential voice for independent industry news, reviews, resources and networking opportunities for vendors, partners, consultants and end users working in IT management.

Published September 12th, the [Knowledge Management Market Review](#) was authored by Barclay Rae, a leading IT service management consultant and industry researcher. The review gauged the strengths and weaknesses of three vendors: ITinvolve, Cherwell and EasyVista. (Other vendors were also invited to participate.)

According to the review:

ITinvolve looks to be an excellent (if brave) choice that works towards an intuitive KM solution.

Nice approach and social integration means the barriers to usage can be radically broken down.

This product is an innovative and interesting option for those wanting to really develop their Service Management using knowledge in an intuitive and new way, based on 'social' interaction.

"We are honored to be named Best-in-Class for Knowledge Management," said ITinvolve co-founder and CTO Rob Reiner. "This independent industry review validates what our customers are experiencing first-hand; ITinvolve provides an innovative and unique solution that overcomes traditional IT Knowledge Management challenges by delivering the knowledge, analysis and social collaboration enterprise IT organizations require to respond to business needs and resolve issues faster."

The 4500-word review cited the following (excerpted) ITinvolve strengths:

- *Meets all functionality required for review*
- *Architected based on knowledge-sharing and 'social' approach*



- *Uses ‘Social’ crowdsourcing as an intuitive and familiar approach, rather than traditional authoring and review*
- *Users ‘follow’ objects, creating knowledge and understanding of who are real experts and stakeholders This creates wider net of interested parties, and therefore facilitates ‘crowdsourcing’*
- *Can be used in conjunction with other ITSM products*
- *Approach based on actual usage and practice rather than theoretical processes*
- *Support staff see all followers and knowledge for an object (e.g. application, server, database, incident, change). Can assign actions and track using as appropriate*
- *Nice status bar on each knowledge page – number of views, metrics etc.*
- *Good visual representations of relationships – showing how many users involved in incidents and knowledge stakeholders, relationships between objects etc.*
- *Stakeholders crowdsource knowledge and change - based on ‘objects’ they are following*
- *Good overall approach to try and manage ‘real life’ way of working*
- *Can also use more ‘traditional’ approach of approval and review as needed*
- *Good customer success examples given*

“We salute each vendor for participating in this comprehensive review of Knowledge Management solutions, with a special tip of the hat to ITinvolve for earning the Best-in-Class designation,” said ITSM Review Founder Martin Thompson. “ITinvolve have leveraged market trends in social and online collaboration to deliver a new innovative approach to Knowledge Management, an increasingly important discipline for efficient delivery of services.”

About ITinvolve

ITinvolve provides IT organizations with the knowledge, analysis and collaboration necessary to understand the impact of changes and move faster in response to business needs. Our breakthrough approach enables IT to easily capture and share their collective knowledge in order to provide unprecedented visibility into IT environments, reduce risk from changes, speed application releases, and resolve issues. ITinvolve lowers the total cost of delivering great service and works with existing IT management solutions. Built on the secure and scalable Force.com platform, ITinvolve runs in the cloud and requires no hardware or software installation. Call 1-877-741-8944, visit www.itinvolve.com and follow on Twitter @ITinvolve .

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