ITINVOLVE NAMED 'BEST IN CLASS' IN *THE ITSM REVIEW'S* COMPARATIVE ANALYSIS OF CHANGE, CONFIGURATION & RELEASE SOLUTIONS

'The solution greatly reduces the burden on staff and ensures risk can be quickly and accurately assessed.'

HOUSTON, June 17, 2014 – ITinvolve, provider of the industry's first IT agility application, today announced *The ITSM Review* has awarded the Best-in-Class designation in its comparative review of Change, Configuration and Release products to ITinvolve Service Manager. *The ITSM Review* is an influential voice for independent industry news, reviews, resources and networking opportunities to vendors, partners, consultants and end users working in IT management. The accolade marks the second best-in-class designation awarded to ITinvolve by The ITSM Review in less than a year.

Published June 5, 2014, the review of Change, Configuration and Release products was authored by an independent ITSM expert and practitioner, Rebecca Beach. The review gauged the strengths and weaknesses of four vendors: ITinvolve, Cherwell, TOPdesk and Axios.

According to the review:

> *'ITinvolve has taken huge strides in the ITSM arena with Service Manager by embracing the adage "knowledge is power". We feel that the developments that ITinvolve Service Manager has made with the fundamentals of knowledge and collaboration, ensuring that all relevant information is available to the right people at the right time (and in a straightforward way), enables risk assessment capabilities that far outweigh those of other ITSM solutions.'*

> *'This product is far more dynamic than any of the others in this review and hits the knowledge management angle far harder than anyone else.'*

> *'Change, Configuration and Release work smoothly and effectively in this product. The collaboration component and Key Settings establish a clear understanding of the needs of the IT department. In my view, doing both these two things exceptionally well, as ITinvolve Service Manager does, supports and benefits all other processes within the product.'*

> *'In ITSM Review's opinion ITinvolve Service Manager (hereafter referred to as "Service Manager") would be suitable for organisation of all sizes, especially the more "forward-thinking market" looking to bring a more proactive way of distributing knowledge to the right audience in order to reduce risk and speed time to execution for change, configuration and release activities.'*

"We are honored to once again be named Best-in-Class by *The ITSM Review*," said ITinvolve co-founder and CTO Rob Reiner. "Our fundamental operating premise is the belief that proactive delivery of knowledge and collaboration among all relevant experts are the most important capabilities for reducing risk and accelerating change, configuration and release management activities. This truly sets ITinvolve apart from all other solutions in the market."

The review cited the following ITinvolve Service Manager strengths and competitive differentiators:

Strengths:
- Advanced and proactive delivery of knowledge
- Dynamic identification, analysis and engagement of changes
- Key settings can be recorded against individual items/objects and are immediately obvious from all areas of the application

Differentiators:
- Comprehensive understanding of not only configuration dependencies but also compliance and key settings
- Dynamic identification and engagement of all relevant change stakeholders with facilitated collaboration and risk assessment prior to formal change approval workflows
- Knowledge is proactively delivered to IT staff in the context of the change/release being created/worked on

"We salute all four vendors for participating in this comprehensive review of Configuration, Change and Release products, with a special tip of the hat to ITinvolve for earning the Best-in-Class designation," said *The ITSM Review* Founder Martin Thompson. "ITinvolve continues to shape a new and refreshing direction for the IT service management industry, offering innovative solutions that accelerate productivity and positively impact the delivery of IT services."

About ITinvolve

ITinvolve provides the industry's first IT agility application. ITinvolve is where teams work together to help the business respond faster to opportunities and competitive threats. People like using the ITinvolve application because it is built for them and their daily tasks. ITinvolve provides the actionable information IT professionals need – uniting scattered data sources and capturing tribal knowledge. ITinvolve proactively delivers unparalleled risk and impact analysis by visually mapping all relationships and dependencies between requirements, multi-tiered applications, infrastructure, automations, policies, and people. With ITinvolve, developers and operations teams collaborate with each other and with business stakeholders like never before. No more searching, no more guesswork, and no more silos. ITinvolve brings agility with stability to the business with People Powered IT™. For more information, visit www.itinvolve.com.

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