



FOR IMMEDIATE RELEASE

ITINVOLVE ANNOUNCES SUMMER '13 RELEASE OF ITINVOLVE KNOWLEDGE COLLABORATOR AND ITINVOLVE SERVICE MANAGER

New release extends ITinvolve's IT collaboration solution innovation and leadership.

HOUSTON, June 24, 2013 – [ITinvolve](#), the leading innovator of IT collaboration solutions, today announced the launch of its Summer '13 release, with over 100 enhancements to its two flagship products: ITinvolve Knowledge Collaborator™ and ITinvolve Service Manager™.

Named a 2013 Cool Vendor in IT Operations Management by Gartner, Inc., one of the world's leading information technology research and advisory companies, ITinvolve has taken the IT management software market by storm, offering highly-innovative IT collaboration solutions designed to leverage the most important asset in IT – people.

According to Gartner's [Cool Vendors in IT Operations Management](#) report (J. Brooks, J. Greene et al., 18 April 2013): *IT operations leaders are looking for new ways to deliver more value to the business. Tools for effective decision-making can improve the infrastructure and operations (I&O) team's ability to allocate resources to the right types of activities. The Cool Vendors featured in this year's research introduce social approaches and advanced analytics to address the need for I&O to respond, communicate, and ultimately, deliver better value to the business.*

"ITinvolve is transforming the way IT professionals share knowledge and collaborate," said ITinvolve CTO and Cofounder Rob Reiner. "Despite advances in the ability to connect and share information in our personal lives, until ITinvolve, IT knowledge workers have not had the capability to effectively share knowledge and collaborate in their work lives."

ITinvolve Knowledge Collaborator is designed with modern social collaboration principles to easily promote knowledge sharing, crowd-sourcing and peer review; the ability to 'follow' knowledge that's most relevant to a specific individual; and automatically be updated on knowledge as it's added. All knowledge is presented in a highly visual and intuitive manner that is always in-context, avoiding the noise inherent in other Social IT approaches.

ITinvolve Knowledge Collaborator Summer '13 enhancements include:

- Easy, fast access to collective IT knowledge through tagging and advanced relationship-based search.
- Enriched management of object relationships to simplify IT complexity.
- Content ratings to designate knowledge most highly and least valued; including the unique ability to rate policies.
- At a glance ability to view knowledge published for end users versus only available to IT staff.
- Ability to push key settings to any object for centralized control.
- Automatic notifications and actions based on object changes to improve efficiency.
- Activity stream topics to align effort and drive cross-collaboration.
- Enhanced communication methods, including speech-to-text support for mobile and other device types, broadcast notifications and the ability to easily add followers.
- Expanded configurability and extensibility without coding.



ITinvolve Service Manager is the next-generation ITSM solution combining collaborative IT processes with the knowledge IT professionals need to better understand and manage their complex IT environments.

ITinvolve Service Manager Summer '13 enhancements include:

- A modern self-service portal and service catalog with:
 - A consumer-oriented look and feel and “shopping cart” request experience.
 - Broadcast news support.
 - Role-based publishing of service offerings and content.
 - Embedded collaboration in the context of service offerings and help categories.
- Numerous updates for improved Incident Management efficiency:
 - Automatically show incidents with the same symptom through tagging.
 - Simple promotion of worknotes to knowledge.
 - Execution of predefined responses upon incident closure.
 - UI optimization for technician’s using mobile devices.

For more information about the Summer '13 release, visit www.ITinvolve.com/products.

About ITinvolve

ITinvolve is the leading innovator of IT collaboration solutions, offering a breakthrough approach that helps IT organizations easily capture and share their collective knowledge as part of daily work. ITinvolve customers gain unprecedented visibility into their IT environments, have fewer risks from changes, resolve incidents and identify root-causes faster, and more. ITinvolve lowers the total cost of delivering great service and does not require the replacement of 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 or follow on Twitter @ITinvolve .

Disclaimer: Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

###

Contact:

Jim Engineer
e-Rainmaker PR for ITinvolve
Mobile: 630.728.1387
jim.engineer@e-rainmaker.com
@jimengineer