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## Global Leader in IT Service Management, Staff&Line, Walks the Talk on ITIL

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**New white paper reveals how organizations can work smarter to  
reap the benefits of ITIL adoption**

**New York, February 26th, 2010:** Staff&Line ([www.staffandline.com](http://www.staffandline.com)), a global leader in the IT Management market, today announced the availability of its new white paper ‘Working Smarter, Not Harder’, which reveals how companies can ‘Walk the Talk on ITIL’.

The white paper looks at the key role of the ITIL best practice framework in standardizing organizations’ processes to cut service costs, reduce the risk of operational failure and increase customer satisfaction.

‘Working Smarter, Not Harder’ also highlights how Staff&Line’s flagship solution, EasyVista, has been fully developed taking into account compatibility with the ITIL framework and has been validated by ITIL consulting and education specialist Pink Elephant.

Sylvain Gauthier, CEO of Staff&Line: “The service management market is a mature, well established sector and spans back at least 20 years. Today ITIL is very closely linked with service management, especially since the launch of ITIL V3. We can see across our customer base that most, if not all are implementing a vast number of ITIL best practices. This demonstrates how much the market has matured, because implementing best practice and automating operational processes is a key indicator that a market is coming of age.”

The white paper discusses how many IT Managers are faced with the “do more, with less” directive, and the only way to achieve this to work smarter, not harder. It then describes how investing in ITIL can help with this.

It highlights how ITIL adoption reduces costs and improves IT performance and quality for most organizations. According to Pink Elephant, a survey of 125 companies of all sizes seeking an ROI through ITIL reported that 88 percent of ITIL adopters met, or almost met, their cost savings expectations. Regarding performance and quality improvement targets 57 percent met or exceeded targets, and 43 percent almost met targets.

Gauthier added: “The ‘Working Smarter, Not Harder’ white paper also highlights that you can only maximize your adoption of ITIL if the service desk solution you are using is certified for ITIL compatibility. EasyVista recently completed the PinkVERIFY certification of ITIL V3 compatibility for

service management with 11 of the 14 processes verified as being ITIL-compatible and it also features an Easy-ITIL methodology.

“It is also important for organizations to purchase a solution that is completely integrated and modular, and 100 percent available via the Web, delivered as a service. By adopting this approach, organizations can improve their service quality, limit and manage their asset deployment costs, and simplify implementation.”

To download the ‘Working Smarter, Not Harder’ white paper visit: [www.staffandline.com](http://www.staffandline.com).

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#### **About Staff&Line:**

At Staff&Line we turn to good account 20 years of expertise as a pure player in the IT Management space in order to ‘Make IT Easy’. Our EasyVista solution is easier to deploy, use and maintain than other products in the market, without any compromise to features and functionality or its performance.

EasyVista, which is available in SaaS mode or license mode, is ITIL v3 compatible certified on 11 service management processes and covers all aspects of IT Management (IT Service Management, IT Asset Management, CMDB, automatic inventory, user portal) in a single, integrated and modular solution.

With over 60 certified partners worldwide Staff&Line has a direct presence in 6 countries (USA, France, UK, Italy, Spain, Portugal) The company boasts over 3,300 customers in practically every vertical sector including: banking, insurance, financial services, public sector, retail, healthcare, utilities, telecoms managed service providers and IT consulting. Staff&Line is quoted on Alternext - EuroNext Paris. For more information visit [www.staffandline.com](http://www.staffandline.com)

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