

EasyVista Inc. Brings Unique Innovation to Its Enterprise SaaS ITSM Solution with New Analytics Module

EasyVista Analytics Provides Customized Reporting to Evaluate and Enhance IT Service Management Operations and Performance

New York, NY, July 12, 2010: EasyVista Inc., member of the Staff&Line Group, a global leader in IT Service Management, today announced the launch of EasyVista Analytics, a new service that helps organizations run more efficient ITSM operations by providing insight into the quality of their solution set-up, predicting where potential issues may impact the business and monitoring the performance over time through detailed reports.

EasyVista Analytics is a unique, complementary module for EasyVista.com's SaaS customers. This free module offers powerful, comprehensive and easy-to-read key performance indicators (KPIs) that enable organizations to view, monitor and analyze their operations and perform quality audits automatically. This service is unique in the ITSM market and demonstrates the SaaS maturity of EasyVista.com, which aims to Make IT Easy.

"IT departments are under pressure to perform well, deliver a complete service to the business, maximize staff efficiency and lower the total cost of ownership," said Gregory Lefort, VP of Business Development and Corporate Marketing at EasyVista Inc.

"SaaS isn't just an application hosting service, and very few ITSM SaaS vendors understand that. Our market demands value-added services and benefits in addition to the overall customer experience. EasyVista Analytics highlights our 20 years of IT Management experience and helps accelerate and streamline EasyVista.com ITSM operations by automatically showcasing monthly KPIs, and providing impact analysis and recommendations for improvement."

With EasyVista Analytics, companies can focus more on supporting the business, rather than the application itself. In addition, organizations can anticipate problems and take immediate action, instead of waiting for user feedback, accelerating ITSM performance and the improvement cycle and maximizing the total cost of ownership. EasyVista Analytics analysis proactively identifies issues for IT staff to address, ensuring peak performance.

For any client, EasyVista Analytics offers personalized report including:

- **Benchmarks:** Assesses solution efficiency and operations quality against industry standards
- **Discovery:** Automatic identification of significant performance issues and bottlenecks
- **Predictions:** Analyzes potential impacts on operations and related business issues prior to the problem occurring
- **Recommendations:** List of solutions to fix issues, before they impact the business
- **Monitoring:** Tracks a comprehensive list of more than 30 KPIs
- **Transparency:** Full disclosure of SaaS availability based on Service Level Agreement (SLA) per month

EasyVista enables organizations to concentrate on their core business while improving the quality of service delivered to end users and reducing IT management costs. EasyVista provides clear benefits not delivered by legacy solutions - its unique codeless development environment reduces TCO by up to 50 percent over five years and offers an 80 percent reduction in roll-out time versus traditional on-premise providers by combining codeless customizations, SaaS and ITIL v3 process wizards. Customers include Expro, Inergy, Arkema and many others.

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About EasyVista Inc.:

At EasyVista Inc., we apply the benefit of 20 years 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.

EasyVista Inc. is part of the Staff&Line Group. With over 60 certified partners worldwide Staff&Line Group 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 Group is quoted on Alternext - EuroNext Paris. For more information visit www.easyvista.com, our blog <http://blog.staffandline.com> or on twitter, [@easyvista](https://twitter.com/easyvista).

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