



OPALIS ENABLES SERVICE DESK INTEROPERABILITY WITH AUTOMATION FABRIC ENHANCEMENTS

Release Delivers Rapid Interoperability Between IT Service Desks in
Physical, Virtual and Cloud Environments

TORONTO, Canada, June 30, 2009 –Opalis Software Inc., announces enhancements to its Automation Fabric with support for ServiceNow the SaaS **Service** Management solution. The Opalis Automation Fabric is comprised of unique data bus and intelligent workflow capabilities, which enable script-free integration and orchestration to automate context adaptive processes. Support for ServiceNow further extends Opalis’ lead in the IT process automation market, with unbiased connectivity that enables interoperability between leading service desk products including, BMC Remedy, CA Service Desk, and HP Service Manager.

Service Desk Challenges

Many enterprise companies rely on service desks to define, track, measure and report on IT activity. However, when this information lives in highly customized service desks, from different vendors, in multiple locations, across physical, virtual and cloud environments, correlating data to understand true IT service levels is extremely difficult. Managed Service Providers face the added on-going challenge of integrating multiple client systems as they on-board new clients.

Top Service Desk Challenges Include:

- ✓ Service desk vendors that do not work together
- ✓ Data is hard to synchronize/correlate between locations
- ✓ Highly customized service desks are difficult to upgrade
- ✓ Discovery and maintenance of configuration data is often out of date and incomplete
- ✓ Change requests require many manual tasks between departments
- ✓ Data center tools don’t integrate with service desk systems
- ✓ Manual ticket enrichment is ad-hoc, slow and inconsistent
- ✓ Inconsistencies in data result in poor charge back and reporting

Opalis Automation Benefits

Opalis transforms expensive cost structures associated with replacing, migrating and managing multiple service desks by integrating systems and automating common IT service management (ITSM) processes so IT operations can focus on higher value work. The result is increased service availability, operational efficiencies, response time and agility.

- ✓ Centralize service desk systems (and eliminate new license costs) without having to consolidate to one vendor
- ✓ Enable bi-directional synchronization across service desk versions and vendors
- ✓ Achieve a "single system of truth" that holds infrastructure configuration and ITIL/ITSM processes
- ✓ Integrate service desks with other ITSM modules including incident, problem, change and CMDBs
- ✓ Extend best practices for ITSM services to the cloud

“Opalis continues to drive advances in service desk automation. Our research has proven this technology enables customers to save significant costs in IT, achieve multiple business-focused KPIs, and make existing investments in different vendor technologies work together,” said Andi Mann, Vice President of Research with Enterprise Management Associates. “Opalis’ blend of proven technology, rapid time to value, packaged best practices, and end-to-end solutions makes it a leader in the IT Process Automation space.”



Opalis Automation Fabric Capabilities

Opalis provides unique technical capabilities that combine to create the Opalis Automation Fabric and automate business and ITSM processes including:

- ✓ Unbiased Integration - out of the box integration to EMC, Microsoft, IBM, HP, BMC, VMware, ServiceNow and CA systems
- ✓ Publish/Subscribe Data bus – 1-click integration to share data between systems, without scripting
- ✓ Intelligent workflow –context-adaptive workflows that adapt to change and branch based on status of previous steps
- ✓ Monitoring - trigger workflows based on event, schedule or interactive methods without modifying external systems
- ✓ Automatic Data Discovery - Connect, discover and update workflow logic when systems are modified
- ✓ Quick Integration Kit (SDK) - Extend integration to any application with a form-based interface
- ✓ Enterprise Ready Architecture - highly scalable clustered architecture with multi-tenant and fail over capabilities
- ✓ Centralized process management granular security (down to workflow action)

“Prospective clients consistently tell us about the challenge to apply cost effective IT best practices across their infrastructure because their ITSM tools don’t work together, even those from a single vendor” said Yale Tankus, Senior VP of Marketing and Business Development, Opalis Software. “Opalis customers see dramatic reductions in IT operations costs when they achieve interoperability. Augmenting service desk solutions with process automation provides connectivity and enables them to define automated cross-silo processes so they can achieve Business Service Automation in the real world.”

Where to Learn More

Join us for an Opalis Automation Fabric For Service Desks webinar on July 16th where we will demonstrate multi vendor service desk and cloud interoperability. For more information please visit Opalis [Automation Fabric for Service Desks](#) on the web to register.

About Opalis Software Inc.

Opalis Software Inc. is the market leader in IT process automation software with some of the largest customers in the world, including Accenture, VMware, Fujitsu Services, Computacenter, Toyota, Blue Cross Blue Shield, Dow Chemical, Yellowbook, Chico’s, British Telecom, Bank of New York, and Woolworths. Opalis provides comprehensive IT process automation solutions for global managed service providers and large enterprises. With Opalis customers integrate, orchestrate, and automate IT processes across physical, virtual and cloud infrastructure and improve service delivery while reducing costs.

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