

Savision launches Live Maps v8 with additional at-a-glance insights to predict how IT incidents will affect services

Amsterdam, the Netherlands - March 30th 2016 — If your IT and business services struggle to connect during IT issues, **Live Maps v8** can bring your teams together by helping them speak the same language. **Savision**, the market leader of IT Operations Intelligence and Business Service Management solutions, now offers additional at-a-glance insights and impact analysis to predict how your various services will be affected by IT incidents.

Live Maps is a powerful, unifying Business Service Management solution that can improve the quality of your real time services with tailored monitoring. IT Service Management (ITSM) is a modern approach to plan, implement and manage IT services of an agile service-oriented organization. Microsoft System Center Operations Manager is one IT solution that can support a number of objectives of ITSM. It is just one way that Savision offers business-focused, instead of IT-focused services.

And Savision's software brings business and IT systems together by mapping dependencies between all business services, IT infrastructure and application components that are monitored by Microsoft System Center Operations Manager (SCOM). The new release offers features to improve insights and responsiveness for Business and IT teams.

"During an IT incident, it can be critical for everyone to know how their services or operations are being affected," said Diana Krieger, Savision's CEO. "Live Maps v8 provides additional at-a-glance insights that let you create impact analyses on change requests. This gives your teams and stakeholders the answers they need and ability to respond as quickly and effectively as possible."

Live Maps helps to reduce Helpdesk incidents by 30% and business downtime by 15% while decreasing IT monitoring costs by 15%. It can even improve organizational effectiveness by up to 25%.

Rob Doucette, Savision's CTO, adds, "Live Maps v8 offers even more control and improved processes with Service Notes and HTML5 Dashboards that can be shared with people across your organization who don't have access to SCOM."

The new features in Live Maps v8 include:

Service Notes

Create notes for any Live Maps business services as well as communicate updates about services to other users in the organization. For instance, when a service outage is being worked on, it can show the estimated downtime and who to contact.

Read-only HTML5 Dashboards

Share read-only dashboards with other stakeholders so they can view relevant data even if they are not a SCOM user. This way you can control drilldown behavior to prevent users accessing other Live Maps dashboards.

BMC Remedy Integration (available mid-April)

Currently you can integrate Live Maps with ServiceNow and System Center Service Manager. In v8 you can automatically sync your Live Maps business services with the BMC Remedy CMDB to gain better insights. With this new release you can see at-a-glance which services are impacted by each incident and perform impact analyses on change requests.

Out-of-the-box services

An understanding of application architecture is critical to the diagnosis of performance and availability issues. Live Maps comes with out-of-the-box service models built using the most recent information available from Microsoft and subject-matter experts.

With one click, Live Maps discovers your deployments of applications like: SharePoint, Lync, and Active Directory.

This new release includes: Configuration Manager, Skype for Business 2015, Exchange 2010 and 2013, Windows DHCP, DNS, and Remote Desktop Services. It also provides insightful diagrams that make troubleshooting service issues a breeze.

Live Maps v8 offers two flexible licensing options: a perpetual or subscription license.

Savision will continue to innovate after this Live Maps release and launch a new unique multi-platform Business Service Intelligence solution to provide a holistic view of IT infrastructures with quantifiable results. Organizations can aggregate data from their ITSM and multiple monitoring systems, analyze the data and inform key stakeholders with intuitive dashboards, notifications and reports.

About Savision

Savision is the market leader of IT Operations Intelligence and Business Service Management solutions. The company's monitoring and visualizing capabilities bridge the gap between IT and business, by transforming IT data into predictive, actionable and relevant information about the entire cloud and datacenter infrastructure.

Savision's intuitive and customizable dashboards provide context for each business service. This results in preventing IT-related problems and business downtime, increasing overall organizational efficiency as well as reducing IT operational costs up to 20%.

Savision's solutions scale from small to medium businesses, government bodies as well as Fortune 500 companies operating in different fields and have been adopted by over 750 organizations worldwide.



Savision is a Dutch founded company headquartered in Amsterdam with offices in Dallas, Ottawa and New York. For more information, visit www.savision.com

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