



## UniPress Software Reaffirms Industry Best Practices Commitment through Employee ITIL Certification

### ***UniPress' Entire Professional Services Group Along with Additional Key Personnel Receive ITIL Certification***

Edison, NJ, November 17, 2005

UniPress® Software, Inc., a leading mid-market provider of 100% web-based service desk automation software, is pleased to announce that members of the UniPress Professional Services group, as well as key members of UniPress' Development, Product Management, and Customer Support groups, have received official Information Technology Infrastructure Library® (ITIL) certification.

FootPrints® tools are designed to help organizations streamline and automate their help desk and customer support operations while improving workflow, building efficient communication, and reducing costs. Today's announcement reaffirms that UniPress and its employees are committed to delivering and supporting industry best practices to its worldwide customer base.

ITIL is a leading best practice framework for service desk excellence in the US. By certifying its staff members, UniPress is demonstrating its continued commitment to developing web-based support automation solutions that fit into industry best practices and to helping customers implement these best practices through consulting, training, and support.

"In order for individuals to be considered ITIL-certified, they must first pass a thorough examination known as the ITIL Foundations exam," explained John Custy, Founder and Managing Partner for the JPC Group who delivered UniPress' ITIL training. Custy, who is a certified ITIL instructor and support industry expert, adds, "I am thrilled to reveal that all UniPress staff members who took the exam passed it. This is a great honor and one that will give UniPress employees the ability to provide an even stronger product and services to their customers."

**"ITIL compatible solutions are important to organizations that wish to align their IT practices with their business objectives to deliver the most effective service management,"** explained Mark Krieger, President of UniPress Software. "By ITIL-certifying many members of our staff, we are ensuring that we provide our customers with valuable expertise.

Overall, ITIL offers the ability to empower organizations to leverage best practices and improve both internal and external support operations."

UniPress' FootPrints was awarded ITIL Service Support Certification through Pink Elephant's Pink Verify™ Program in May, 2004. FootPrints supports the ITIL best practice framework to consolidate incident management, problem management, configuration management, and change management into one centralized system. The Professional Services group at UniPress helps customers expedite and optimize their FootPrints implementations, and improve knowledge and performance levels of service personnel and customer support operations. With the certification of these group members, UniPress now has the ability to share an even greater depth of consulting and expertise.

### **About ITIL**

ITIL® is a best practice framework for managing IT services, and a registered trademark of the Office of Government Commerce (OGC). Specifically, ITIL is a set of books developed by the United Kingdom's OGC that describe an integrated, process-based, best practice framework for managing IT services. ITIL is increasingly being used by organizations throughout the world, including North America to improve their help desk and support operations.

### **About UniPress Software, Inc.**

Headquartered in Edison, New Jersey, UniPress Software, Inc. is a developer of web-based service desk automation software serving the mid-market, as well as large and small organizations. The company's FootPrints® product line, launched in 1996, provides a comprehensive range of capabilities to significantly improve help desk and customer support operations, and is used worldwide by over 2,000 corporate organizations, government offices, and educational institutions, including Prudential Financial®, BHP Billiton® Petroleum, IBM®, Kampgrounds of America, Hunter Fan Company®, the IRS, and the University of Pennsylvania. UniPress' FootPrints software is available in numerous versions, along with add-on tools and best-of-breed integrations. The company also offers a complete line of product and best practices training courses and professional services. For more information, contact UniPress Software at 1-800-222-0550, or via the web at <http://www.unipress.com>.

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