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Welcome to Numara Software... A new Wave of Service Management

Lets face it, it is easy to get caught up in the 'feature war' when evaluating various technologies for your organisation. However, many service management solutions now offer very similar features as all are following the same best practice guidelines such as ITIL® v3.

Features are fundamentally important of course, but if all platforms support a standardised ITIL v3 framework for example, you need additional factors to differentiate which is the right solution for you?

The service management 'feature war' is over

'Features' are merely the first wave in any evaluation of a Service Management solution; additional criteria are required to make the right decision.

Increasingly, process alignment is a deciding factor. We view this as the second wave of evaluation. How often have you heard the boast "Our solutions can be 'aligned' to your business needs and 'integrated' into your data sources?"

But at what cost?

Enter the third wave of Service Management Software

Numara FootPrints, our award-winning Service Management Solution, puts you back in control. It offers a unique solution to an old problem: how to deploy rapidly and to adapt to change but without incurring any significant professional services cost, initially and ongoing. You'll also enjoy greater, if not total, vendor-independence.

Naturally, we have a significant professional services team who are always on hand to assist you, should you need an extra pair of hands.

However, our ethos is to empower our customers; to free them from the cost of closed and proprietary platforms; to free them from the burden of complex coding and workflow.

Welcome to the third wave Freedom.

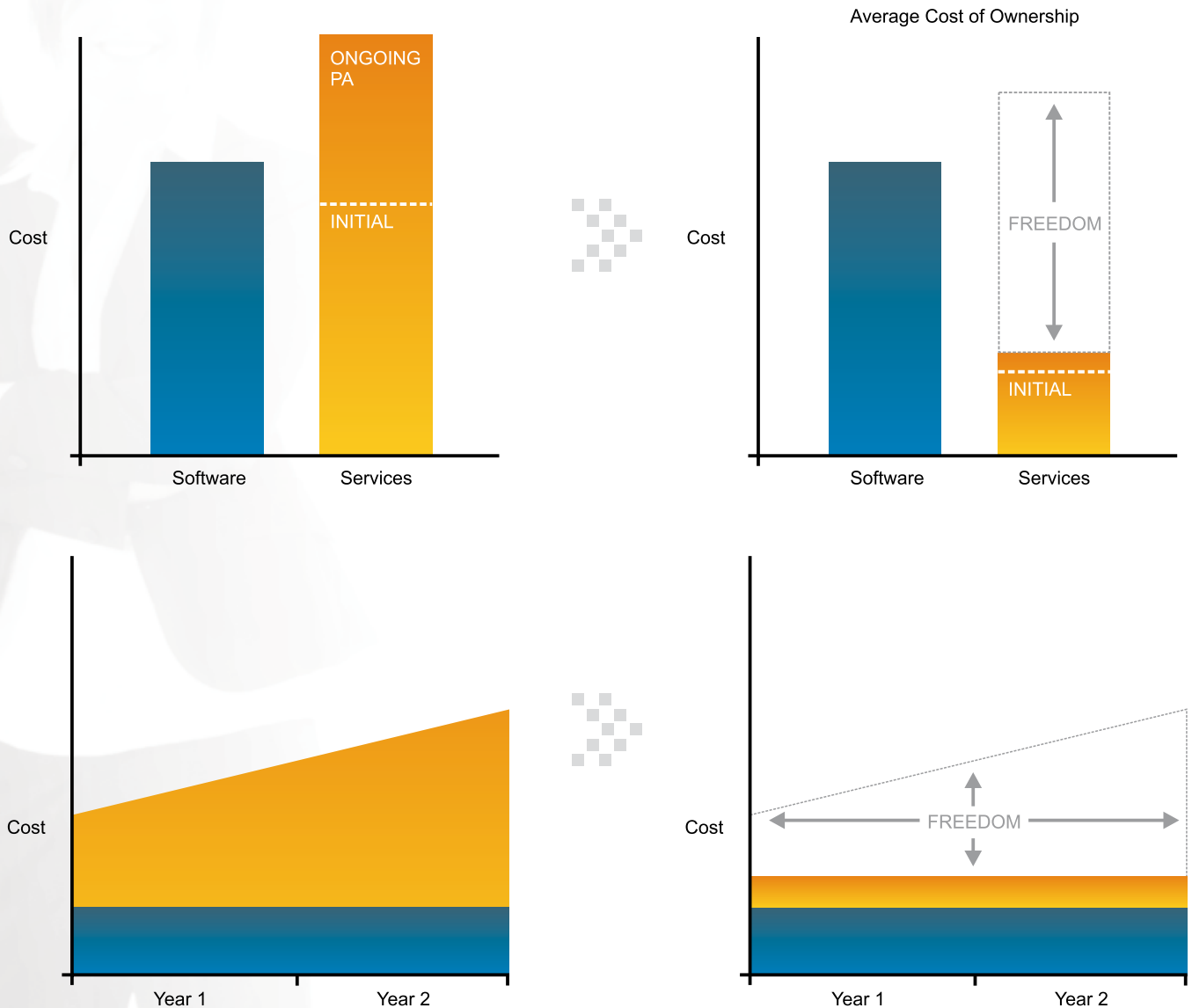


So how can we offer our customers the Freedom we so boldly describe?

Freedom 1: Our Rapid Deployment and Customer Empowerment

Numara FootPrints has been designed from the ground up to promote a 'customer empowered' technology framework. Indeed we helped a major international airline deploy a fully functional ITIL service desk in under 4 weeks; now their global offices support their own process design, changes, reporting and integration needs.

By harnessing the power of the many pre-designed service management templates and application wizards, complex process changes may be made without programming. Our competitors, however, depend upon services revenue and are now trapped - as are their customers. Even if they could build the intuitive 'wizards' and process design solutions we have developed, they don't want to...and their customers are stuck in an ongoing services paradigm.



Freedom 2: Our Open Architecture

The days of closed proprietary software are gone. Our impressive list of global customers are testimony to our interoperability and open architecture solution strategy. Numara FootPrints is technology agnostic and offers you unparalleled platform and integration Freedom.

Freedom 3: In-house, hosted or managed service?

It's your choice. Numara FootPrints can be deployed on your server, on our server or as a managed service - whatever works best for your business.

Imagine being able to deliver multiple service desks in local language anywhere in the world on a single server. With Numara FootPrints you can. Our secure scalable and resilient architecture now serves some of the largest global blue-chip companies, supporting tens of thousands of users around the world.



An Introduction To Numara Software

Founded in 1991, Numara Software is a leading vendor of helpdesk, service desk, IT lifecycle management and customer service management solutions. With over 50,000 customer sites, 14 million IT assets being managed by our technology and millions of end customers, we have the largest installed base in our sector worldwide.

Numara Software solutions assist support professionals who need to simplify and gain control over their increasingly complex environments, addressing critical IT and customer support functions, such as service desk automation for internal and external support along with asset management, software patch and deployment, and network monitoring.

In December 2005, TA associates, a leading private equity firm with over \$6Bn under management acquired the business for approximately \$200M. Since this time Numara Software has constantly out performed the market, growing revenue, gross profit, and EBITDA exponentially as well as maintaining a healthy cash position.

Globally, we have experienced significant growth rates and have out performed the market average consistently.

Now operating directly in 10 countries (Germany, Norway, Sweden, Denmark, France, Spain, South Africa, UK, Australia and the USA) with further accredited partner representation in over 20 regions (including: Italy, Portugal, Middle East, Eastern Europe, Russia, SE Asia, Japan, China, New Zealand), we are able to offer global, multi-lingual, product, support and service.

Our customers benefit from a wide range of world-class offerings from out of the box automation for help desk and asset management processes to customisable solutions for complex workflows and advanced best practices.

