



Press Release



Numara Software Launches New Version of Award-Winning Numara FootPrints

Numara FootPrints 8 Combines ITIL Compatibility with Enhanced Usability to Deliver the Most Powerful Service Desk Solution on the Market Today

TAMPA, Fla. -- (September 26, 2007) – Numara Software, Inc., a leader in service desk management solutions for IT professionals, today announced the release of Numara FootPrints 8, the next generation of its award-winning web-based service desk management solution. Featuring streamlined ITIL enablement tools and powerful workflow automation, along with bold usability features and advanced customization options, this release is unprecedented in its ease of implementation and configuration, making Numara FootPrints 8 the most comprehensive and flexible solution of its kind.

“Optimizing service desk operations is central to the IT service and support strategy for all organizations – large and small,” said David Coyle, Research Director, Gartner Inc. “Robust service desk tools must be forward-thinking management solutions that not only mitigate business interruption and enhance workflow but also proactively manage the customer experience.”

“Organizations of all sizes are currently facing many challenges including an increased volume and complexity of IT support requests, as well as the need to integrate their business and IT processes,” said David Weiss, CEO, Numara Software, Inc. “We designed Numara FootPrints 8 with these issues in mind, incorporating features and functionality, such as an easy-to-implement configuration management database (CMDB) and a flexible user interface, which allow users to more quickly and fully support their customers.”

Numara FootPrints 8 encompasses all of the popular features of the product’s previous versions while building upon its reputation for scalability and ease of use. The new release delivers a range of enhanced functionality that allows customers to increase operational efficiencies, reduce costs and more easily implement industry best practices and compliance standards, including:

- **ITIL for IT Service Management**

Numara FootPrints 8 offers extensive ITIL enablement with integrated service desk processes for full IT service management support. The brand new ‘ITIL Wizard’ allows any IT department to easily create a complete IT service management framework in mere minutes without custom programming. The solution’s comprehensive CMDB can also be implemented without complicated, time-consuming programming, and features a unique graphical relationship manager for powerful visualization of Configuration Item (CI) relationships and a built-in import tool for automatic loading of CI’s from a variety of sources.

- **Enhanced Usability Features**

Users can maximize productivity through a new ergonomic user interface and highly customizable homepage dashboard that includes cutting-edge data presentation and visualization functionality. Underscored by the latest technology for just-in-time data delivery, the new interface and personalized dashboard promote a faster, more efficient means of providing content to the desktop. Specifically, the interface expedites screen access and data entry while the dashboard allows users to customize issues lists, metrics and RSS feeds via real-time drag and drop components.

- **Business Process Automation**



Numara FootPrints 8 features an easy-to-administer business process automation and policy implementation capability, ensuring a company's service desk management processes map to established organizational goals. The new field automation tool allows users to create hundreds of business rules in one administration screen, easing the set up time while enhancing performance. In addition, an automated mathematical formula system allows users to better manage a host of mission-critical tasks, including cost analysis and purchasing. Lastly, improvements to change and task management, customer surveys, customer self service and service level management ensure timely, consistent support is always delivered while productivity is optimized.

"Numara FootPrints 8 will deliver value to our organization by providing us with a more efficient way of accessing data," said beta user Jody Paxton, professional services manager of VSync. "Using the enhanced interface, we will be able to access custom fields and extensive SLAs quickly and easily. Further, through the use of tabs and the new AJAX technology, clients and technicians no longer have to scroll through the page to view all the data, but instead access content in a quicker and more streamlined manner."

"If you are in the market for a new case management/workflow system," said John Ragsdale, vice president of research, Service & Support Professionals Association, "you can't beat the functional depth of Numara FootPrints, especially for the very affordable price point."

For more information on Numara FootPrints 8 including a complete list of new features, click here:
<http://www.numarasoftware.com/FootPrints.asp>.

Numara FootPrints 8 is available immediately. It is offered for eService and as a hosted version. A fully functional trial version can be downloaded from the Numara Software web site at
<http://www.numarasoftware.com/downloads.asp>.

About Numara Software, Inc.

Founded in 1991, Numara Software, Inc. (formerly Blue Ocean Software) is a global provider of service desk management solutions for help desk and customer support professionals who need to simplify and gain control over their increasingly complex environments. The Numara Software trusted solutions address critical IT and support functions, such as customer service desk, IT help desk, asset management, software patch and deployment, and network monitoring.

With its two flagship products, Numara Track-It! and Numara FootPrints, and more than 50,000 customer sites worldwide, Numara Software is the service desk management leader for small to mid-sized enterprises. To register for a one-on-one guided walkthrough, attend a webinar or download a trial, please call (800) 557-6970 or visit: www.numarasoftware.com.

Numara Track-It! and all other Numara software products are available in Singapore from :

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