



3-4 JUNE 2015

OLYMPIA, LONDON

SITS – The IT Service Management Show previews its exhibitor show highlights for 2015

With all stand space now sold, SITS – The IT Service Management Show, will feature over 80 sector leading exhibitors when it opens next month, on 3-4 June, at the new venue of Olympia London.

From self-service IT portals to live chat software to transformational service management tools – over 250 products and services will be on show.

Recent additions to the 2015 line-up include BMC Software, Kaseya, LabTech, Fruition Partners, Cyient, Concorde, Mediapark, and Systems Technology. Whilst AXELOS Global Best Practice, which owns the intellectual property of ITIL and other Best Practice products, is returning as headline sponsor of the show's 'hang out' seating area.

As the UK's leading ITSM event, SITS is the highlight of the year for over four thousand IT professionals looking to source the latest top end technologies on the market and refresh their management skills. The following is a preview of just some of the new innovations on offer for 2015:

LANDESK is exhibiting a unique, new concept – SnapIT. It allows end users to take a photo of an IT issue using their phone and receive information on how to solve their own IT. SnapIT can transform service management by releasing IT from repetitive tasks (stand 500).

G2G3 is launching new simulations to support the market growth and demand around Enterprise Service Management. The simulations provide awareness, education and a shared understanding around the business value and impact of ESM across the entirety of the enterprise (stand 205).

NetHelpDesk is launching its new help desk software – NetHelpDesk v10 – exclusively at SITS15. It boasts extensive functionality, such as social networking integration, and mobile apps unlike any others in the market. Everything is included as standard (including UK-based personal support), with no hidden costs (stand 106).

Zendesk provides a customer service platform and live chat software designed to bring organisations and their customers closer together. The latest version of its Zopim Premium provides real-time monitoring of key metrics, new integration and customisation options, and 24/7 live chat support. Zendesk also powers Facebook's new Businesses on Messenger product with Zopim, enabling businesses to communicate with customers through Facebook's popular messaging app for the first time (stand 301, new exhibitor).

HarmonyPSA is demonstrating its innovative IT business management system. Designed and built specifically for software and services businesses, HarmonyPSA automates business functions in a single platform available from the cloud on any device (stand 904, new exhibitor).

Dell Software's new Dell KACE K1000 Appliance delivers 'Anypoint' Systems Management. Its multi-platform leadership has been extended with first-to-market Chromebook support, whilst new Windows agentless inventory and monitoring bring integrated server management to organisations of all sizes. Enhanced asset management for any connected device improves visibility and reduces costs (stand 524, new exhibitor).

Sunrise Software is introducing a major upgrade to its flagship product Sunrise ITSM, which includes modules providing IT Risk Management, project tracking capabilities, IT training and skills management, and support for detailed timesheets and expenses. It also includes enhanced graphical displays (Wallboard), new mobile configurations and a range of new reports (stand 516).

Alemba is showcasing its new vFire Officer mobile app. Supported on both iOS and Android operating systems, vFire Officer Mobile enables officers and system administrators to review, forward and update calls from their mobile devices when working in the field (stand 610).

Cherwell Software is showcasing Cherwell mApp™ solutions and the Cherwell mApp Exchange, which recently won the Pink Elephant Innovation of the Year Award for easily and powerfully enabling customers to adapt and extend the value of their Cherwell Service Management® installation by merging new functionality or capabilities (stand 716).

Cymbalstream is introducing its innovative Compass Suite. Designed by experienced IT leaders for IT leaders, it is changing the face of IT business management. Cymbalstream's approach provides fresh insights into an organisation's IT estate streamlining critical decisions regarding financial, people, processes and technology assets (stand 808, new exhibitor).

TOPdesk's 5.6 release offers significant improvements in mobile and Rich Text functions, and adds a powerful extension to the new Reservations Management module that lets users perform more complex actions. There's an emphasis on visibility too, with an improved Form Designer and Plan Board (stand 410).

Marval is demonstrating its latest service management software, MSM. This includes Marval's new Intellectual Search functionality, security enhancements and extended user surveys. It will also focus on its innovative approach to delivering world class service, communication and collaboration to ensure customers' expectations are exceeded (stand 520).

HP Software is driving ITSM innovation with catalogue aggregation and open 3rd party service exchange with new HP Propel. Visitors can learn how customer experience is king with HP Service Anywhere, to drive self-sufficiency, connected intelligence and smart analytics (stand 600).

Knowledge Secure Systems is FastPass' UK partner. The world's number one self-service password management solution, FastPass is a secure web based solution where users can manage their passwords anytime, anywhere, on any device. They are now delivering a managed service via Amazon's secure data centre (stand 420, new exhibitor).

RMS Services Limited is showcasing its latest release – Point of Business Version 1.6. The next generation ITSM solution, the product utilises the very latest in application technology to manage end-to-end IT and other organisational processes. Features include fully customisable screens, workflows, tasks, Exchange integration, and flexibility (stand 314).

STI Ltd, the Service Desk training and consultancy company, is publishing the results of its 2015 IT Service Desk Survey at the show. It estimates that over 450 organisations have contributed this year, including a wide variety of private and public sector respondents (stand 720).

IT is under pressure to deliver innovation across the business but how is this achieved? **Axios Systems'** informative breakfast briefing 'Enterprise service management: Taking the IT out of ITSM' (8.45am on Thursday 4 June) aims to demystify the concepts around Enterprise Service Management and discuss ways to embed these new technologies into ITSM processes. Axios Systems will also be hosting a series of engaging on-stand presentations focused on emerging trends and ITSM best-practice (stand 302).

AlfaPeople Customer Service Management is showcasing an ITIL-certified ITSM solution built on the trusted Microsoft Dynamics platform, and Parature – a new customer care solution from Microsoft. Experts in customer service management and customer service solutions, they will be hosting live demos and giving visitors the opportunity to win Microsoft merchandise at the show (stand 818).

Thoughtonomy Ltd, supplier of automation technology through a software based Virtual Workforce, is showcasing its new enterprise class Software as a Service (SaaS) platform. It provides a highly available, highly scalable, secure and non-disruptive approach to automation of manual support processes (stand 424, new exhibitor).

HEAT Software is showcasing the new features of its HEAT Service Management 2015 for the Cloud and On-Premise. Visitors can enjoy on-stand demos and also be in with a chance to win a pair of Beats headphones (stand 706).

SunView Software has announced a new DevOps focus for its ChangeGear Change Management solution. With new features to support the next generation of the digital enterprise, ChangeGear helps organisations working in DevOps environments balance the rapid pace of IT change with business risk and regulatory compliance requirements (stand 219).

Tools Advisor powered by ITSM Review is a new searchable directory of ITSM tools – ranked and reviewed by customers. Combining expert analyst reviews, customer satisfaction ratings and technical laboratory tests, it enables its users to discover the perfect ITSM tool to suit their unique requirements and review the ratings of real validated customers (stand 723, new exhibitor).

As a world leader in Microsoft Cloud and System Center, **Cireson's** mission is to make its clients working life more productive by bringing service and asset management together via the new Cireson Platform (stand 217, new exhibitor).

RES Software's IT Store enables proactive and automatic delivery and return of IT services triggered by business qualification. RES IT Store is an easy to use, self-service IT portal, which enables users to interact with IT without delay. IT can now respond to requests 24/7, and service delivery is instant, allowing for true IT as a Service (stand 620, new exhibitor).

QuickScripts is offering free 30 day trials for their drag and drop workflow based call guidance tool. The software application is easily customised with existing PBX platforms and integrates with CRM solutions. Visitors entering their QuickQuiz at the show, could be in with a chance of winning a Red Letter Day (stand 300).

SysAid is showcasing its mobile phone asset management module and iOS application that provides barcode scanning, audit, and reporting capabilities. The solution will not only help with tracking inventory, but will be a robust tool for financial forecasting and real-time reports for all departments in an organisation (stand 214).

Richmond Systems is showcasing its latest web-based customer service solution, ServiceDesk v10. ServiceDesk v10 has configurable screens, process flows and aliases to present friendly descriptions to users unfamiliar with service desk terminology. It uses multi-portal capability to direct users to interfaces that are personalised to role or requirements, and guides users through the call logging process, whilst prompting, where necessary, with relevant knowledge and templates (stand 621).

Conference In A Box is an on demand team learning platform, which allows an entire team to share the experience and learning opportunities of a conference instead of just one person; saving countless days out of the office and all of the associated costs (stand 206, new exhibitor).

LogMeIn Rescue is redefining the support industry, with the introduction of Rescue Lens. Bringing the power of live interactive video to the support center, Rescue Lens allows agents to see end user issues with their own eyes through a live camera feed (stand 721).

Ultima Business Solutions is showcasing its comprehensive portfolio of support offerings. The company's on-stand service management experts will be discussing how adopting the Ultima service can help reduce support costs, and increase service levels for businesses (stand 522).

From a managed service desk to out of hours support, **Pink Elephant EMEA Ltd**'s global service centre can provide 24/7 365 day multilingual support based on ITIL and SDI best practices, at less than the cost of core hour service desk analysts (stand 525).

ServiceNow provides service management for every department in the enterprise, including IT, human resources, facilities, field service and more; helping modern enterprises operate faster and be more scalable (stand 310).

Atlassian is showcasing JIRA Service Desk. Recently featured by Fortune and TechCrunch as redefining business collaboration, JIRA Service Desk has powerful ticket management, automation, knowledge base, intuitive self-service, SLAs, and more (stand 210).

SITS15 is a vital business forum for sharing ideas and innovations within the ITSM community. Running alongside the central exhibition is a world-class free conference, including six Keynotes, 36 seminars, in-depth roundtable discussions, and breakfast briefings.

SITS15 attendees also benefit from free access to Infosecurity Europe 2015, Europe's No.1 information security event, co-located at Olympia.

For further information and to register for a free visitor pass, please visit www.ITSMShow.com and quote priority code 105SITS (direct link: www.eventdata.co.uk/Visitor/SITS.aspx?TrackingCode=105SITS).

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Notes:

SITS was shortlisted for Best UK Trade Show Exhibition (under 2,000m²) at the Association of Event Organisers (AEO) Excellence Awards in 2012.

High resolution imagery is available upon request:

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