

***ASK Software Solution launches QoS-IT version 2.
Microsoft Dynamic CRM Service Module plug-in for
Managed Service Providers (MSP)***

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Melbourne, Australia. March 10th, 2008. **QoS-IT** is a process-based software solution developed for Microsoft Dynamics CRM for IT Managed Service Providers (MSP) to manage IT services on agreed Service Level Agreement (SLA) signed between MSP and customer and managed by the SLM (Service Level Management) process.

SLM is the process of measuring and monitoring service quality (performance, availability and customer satisfaction) relative to customer expectations, and reporting results and taking action to ensure the quality stays within agreed upon parameters (objectives) as defined by the SLA.

“Market researches show that for IT Managed Service Providers to manage and support the IT infrastructure of their customers, maintain long term relationships with customers and be profitable and efficient, they must adopt the best practices and guidance set out in well known standards such as ITIL & Microsoft MOF.” says Ged Ellis, CEO of ASK Software Solutions “QoS-IT was designed to comply with the IT service management practices as documented in ITIL & MOF which are the best-practice advice and guidance on the use of information technology in IT service management. The launch of QoS-IT today is a major new version release that has been redesigned to accommodate those standards and best practices on how to manage outsourced IT services.”

“As most Managed Service Providers are Microsoft Partners, they have an access to Microsoft Dynamics CRM via Action Pack,” says Ged Ellis “for less than USD3,000 that includes 10 users license for QoS-IT and 12 month maintenance and support of the application, MSP can now increase the quality of services provided to customers at reasonable cost.

QoS-IT Service Catalog is like the restaurant’s menu with list of all IT services the organization provides. Clients select from the Service Catalog the right mix of services that suit their needs based on their network infrastructure, response time and the hours and days of the week they wish to be serviced, which is then defined in the SLA Contract and recorded in QoS-IT. The entire process of case resolution via helpdesk, remote network access, in house or on site repair and maintenance services, is then managed by QoS-IT which measures and record performance against the terms of the SLA Contract”

More information about QoS-IT is available at www.qos-it.com

Flash Demo of QoS-IT functionality is available on: <http://qos-it.com/MSP>

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About Ask Software Solutions

ASK Software Solutions is the Independent Software Vendor (ISV) division of ASK Distribution, specializing in the development, marketing and support of QOS-IT solutions based on Microsoft Dynamic CRM. ASK is a Microsoft Certified Partner based on Microsoft Business Solution CRM competency. ASK is based in Melbourne CBD, with customers Australia wide as well as international.

QoS-IT, Quality of Service for IT Professionals www.qos-it.com