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Press Officer:
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Consist distributes SysAid in Germany

Help desk solution SysAid for central IT management: intuitive to use and cost-effective

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The SysAid help desk solution with integrated asset management supports companies in reducing their IT costs, increasing their legal security, and optimizing the availability of their systems. Consist Software Solutions is now distributing this solution in Germany.

Kiel – With SysAid, Consist Software Solutions is now offering a software package in Germany with which the entire IT service landscape can be coordinated from a single interface. SysAid is a cost-effective, browser-based help desk solution with integrated asset management, which is easy to use for administrators and end users alike.

"SysAid is a real relief: IT landscapes are getting more and more complicated and thus error-prone, and more and more applications are business-critical. And service levels require high availability and performance," says Consist managing director Martin Lochte-Holtgreven regarding the significance of SysAid for the market. "And the technical staff needed is often only available to a limited extent. SysAid collects all the information IT leaders need, supporting the enterprise in saving IT costs while increasing compliance and availability."

The advantages of SysAid

By using SysAid, companies can reduce IT costs, since it is an efficient all-in-one tool for both the help desk and asset management. The license costs are lower than the current competing products. Customers also receive 12 months of support free of charge. CIOs also benefit from

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more legal security, since SysAid provides compact software license management: IT managers can get an up-to-date overview at any time of what software is actually in use on employee's computers, and what licenses the company owns. Any changes to installation status are automatically logged.

With SysAid, companies can increase the availability of their systems: one consequence of centralized system management is less downtime. Using SysAid permits standardized workflows to be set up for service requests, with priorities and escalation rules. The software is very flexible to configure. That often permits a more targeted, faster handling of requests than before. Successfully solved service requests are automatically saved in a knowledge database available for all employees. So employees can solve many problems on their own instead of needing to make a service request of the IT department. SysAid thus also helps relief the burden on IT departments in the company.

SysAid runs on Windows, Linux, MacOS, and other operating systems. SysAid supports different database types and a variety of languages.

Versions of SysAid

SysAid is a product of SysAid Technologies Ltd., a leading manufacturer of IT help desk software, headquartered in Israel. Consist Software Solutions is a sales partner of SysAid Technologies Ltd. in Germany, offering licenses and consulting services for SysAid.

Consist Software Solutions offers the following versions:

■ Free Edition:

This version is time-unlimited, but limited to two administrators, 100 end users, and 100 assets (hardware components used). It provides all standard functionality.

■ Basic Edition:

The basic edition is time-unlimited, and can be used by three admin-

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istrators, 120 end users, and 120 assets. Additional contingents are available separately.

■ Enterprise Edition:

This version is unlimited in both time and contingents. The task and project module, which allows managers to record and administer projects and the associated tasks, is also included. Service requests can thus be associated with project tasks. Moreover, the module can also be used for resource and time management.

■ Trial Edition:

The trial edition can be used for 30 days by any number of administrators, end users, and assets.

All versions can be ordered at

www.consist.de/www/en/solutions/solutions01/index.html.

This press release contains 3521 characters (including spaces), with an average of 58 characters per line. You can also find it at

www.consist.de/www/en/press/

More information:

- About SysAid: www.consist.de/www/en/solutions/solutions01/index.html
- About Consist: www.consist.de/www/en/index.html

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Illustrations:



End users find SysAid intuitive to use.



Everything at a glance for managers: The dashboard provides a graphical real-time view of the service data used in IT. Different types of reports can be generated, configured, and sent to different employees of the company. Automated sending of reports at regular intervals is also possible.

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About Consist Software Solutions GmbH

Consist Software Solutions GmbH is a specialist in tailor-made applications and selected software solutions.

Consist Software Solutions has over 25 years of experience in information technology (IT). The strengths of the company are its expertise in both classical and modern technologies, its manufacturer independence, its professionalism, reliability, and commitment.

Its subsidiary Consist ITU Environmental Software GmbH – Consist ITU for short – is the specialist in Europe-wide IT solutions for waste management.

Mission

True to the slogan Pushing IT forward!, Consist Software Solutions uses innovative IT solutions to shape the information technology of its customers. Our company discovers opportunities and implements innovations, thus increasing the competitiveness of its customers. Since 1983, the company has already helped more than 600 well-known enterprises and organizations to create significant added value in this way.

Service portfolio

The business activity of the internationally active enterprise is based on the three pillars "Professionals & Projects", "Managed Services," and "Solutions".

In the "Professionals & Projects" area Consist Software Solutions concentrates on IT consulting, projects, and the provision of qualified IT specialists (sourcing).

In the context of "Managed Services," the IT enterprise handles the maintenance and continued development of custom software (Applica-

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Company Portrait



tion Maintenance Services) and offers cost-effective offshore development within the Consist Group (Consist Group Services).

The business area of "Solutions" includes solutions developed in-house, like the IT solution Modawi for electronic data exchange in waste management, the tracking software VERS, and the PerfoMon performance monitor.

Target market

The target market across all industries consists of midsize and large enterprises and organizations, primarily in Germany, but around the world as well.

Shareholder and figures

Since 1995, after its purchase from the Krupp Group, our company belongs to the Consist World Group.

The shareholder Consist Software Solutions Inc. in New York is a software company with over 35 years of experience in IT. Within the Consist World Group, our company is the largest subsidiary in Europe. In 2008, sales are projected to have reached 17.3 million Euros with approximately 170 employees.

Web: www.consist.de/www/en

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