



**“ServicePilot Technologies Is Definitely A Solution Provider to Consider”
As Stated By An Independent Research Firm**

New Independent Report Explains “How Smaller And More Agile Companies Can Deliver Better Solutions” And Places ServicePilot Technologies’ Solution in The “On Fire” Category.

Houston, Texas (USA) and Paris (France), November 14th, 2008 - ServicePilot Technologies, an innovative infrastructure monitoring software company, today announced that new research from leading industry independent analyst firm Forrester Research evaluated ServicePilot Technologies’ solution and has categorized it as “On fire!” – and stated that *“it is definitely a solution provider to consider.”* The report, entitled ***Tech Horizons: ServicePilot Technologies And The Commoditization Of Infrastructure Monitoring*** (Forrester Research, Inc., September 8, 2008) is available for authorized Forrester Research subscribers.

ServicePilot Technologies’ solution, ServicePilot ISM, offers business and technical visibility into IP infrastructures and guarantees quality of service and high performance for business-critical applications.

Using standards and a modern development environment, ServicePilot Technologies designed its offer with the creation of an adaptive technology in mind. Thanks to its modular architecture, each module can be easily replaced and modified when needed. The adoption of object orientation to describe infrastructure components eases the integration and configuration of new objects through inheritance.

A full infrastructure monitoring solution for network components (LAN and WAN), servers (Windows, Unix, AS400, z/OS mainframes) and critical applications, ServicePilot Technologies product incorporates all service management features through a unique platform.

The Forrester report states *“the infrastructure monitoring is no longer “rocket science” available to only a few engineers. Typically, this now widespread technological knowledge signals that this market is about to “commoditize” and that new and more agile challengers can develop and offer a credible alternative at a lower price”.*

The report also states that *“ServicePilot ISM’s unique value proposition is the benefit that its simpler, more elegant design can bring to the finished product and its price-to-value ratio,”* and continues, *“It’s a clean product, easy to deploy, with out-of-the-box value and a price point that is lower than those of its larger competitors, while providing the infrastructure operator with the same if not better service. It clearly provides economic value for enterprises and operators through its technological improvements.”*

After a short history of the infrastructure monitoring market, the Forrester report evaluates ServicePilot Technologies to rate the “heat factor” of the technology across a number of categories including: the potential market that the product addresses; the likelihood of the product’s adoption, based on its technical and economic advantages; the obstacles to adoption; and finally, the ability of the company to execute in the potential market. In the report’s evaluation summary, ServicePilot Technologies scored a “total heat factor” of 83 percent, placing it in Forrester’s “On fire!” range.

About ServicePilot Technologies

An emerging leader in the infrastructure monitoring market, ServicePilot Technologies is a premier provider of business-focused service management solutions that can be easily installed, deployed and used.

ServicePilot Technologies provides a comprehensive and consistent monitoring of enterprise networks, servers and applications and ensures high availability and performance of business applications. This complete solution approach allows ServicePilot Technologies' solution to combine fault management, performance management, service-level management, and capacity planning through a unique platform that is well suited for medium-size companies and satisfies the monitoring needs of large enterprises.

ServicePilot Technologies partners with software and hardware leading companies (Alcatel-Lucent, Cisco, Microsoft,) and distributes its solution through best-in-class integrators (Axians, Devoteam, NextiraOne, Orange, Telindus,) to offer its customers a proximity service.

ServicePilot Technologies' solution has attracted more than 100 major accounts across the spectrum of vertical markets, including banking (Banque Populaire, Caisse d'Epargne, Société Générale, Crédit Agricole, HSBC,), Insurance (AGF, Groupama, Maif, MAAF,), healthcare (University Hospital Center of Caen, Nancy, Toulouse,), manufacturing (SNPE, Eurocopter, Total, Sagem, STX France Cruise, EDF,), and government (County Council 06, 35, 54, 59, 62, 72, etc., City of Bordeaux, Angers, Boulogne Billancourt, Valence, etc.), and others.

For more information: www.servicepilot.com.

COMPANY CONTACT

Marie-France Ligeret
ServicePilot Technologies
+33 (0)2 40 60 13 30
mfligeret@servicepilot.com