



ServicePilot brings high availability and quality of service to AFP's global IP telephony network

Paris, France, June 29, 2007 - ServicePilot Technologies, an innovative network service and fault management software company, announces that AFP (Agence France Presse), the world's oldest news agency, has deployed the ServicePilot solution to manage the performance of its global IP telephony network spanning 120 worldwide locations. The roll-out of ServicePilot Technologies's ToIP solution will provide AFP with analysis and troubleshooting features to tackle any issue in a complex environment that plays host to network, telephony and related systems. This proactive approach will also optimize the quality of service delivered to end-users.

A true technology pioneer, AFP is an early adopter of Telephony over IP, a technology leveraged in the early 2000s during high-profile events such as the Sidney Olympics in Australia. The Paris Office of AFP, in charge of strategic IT decisions and management, was won over by the cost-saving and service enhancement benefits of ToIP and decided to extend the service to its full corporate network. The management of such a broad network clearly required a monitoring and troubleshooting solution to be firmly implemented and always "on call".

"AFP's distributed network serves more than 120 voice sites and 1,000 IP phones across the world. At the outset, we had no visibility on the ToIP ecosystem. We were looking for a tool that could provide us with precise feedback on this service, and thereby spot any potential problem areas", explains Christophe La Rosa, Network and Infrastructure Manager, AFP. *"The visibility of our network became even more vital but also more demanding over the last few years, as ToIP was rapidly deployed at all our local offices worldwide".*

AFP initially made inquiries with its ToIP hardware supplier, but appropriate tools were simply not available. However, through its own internal market intelligence, AFP was familiar with the solutions offered by ServicePilot Technologies, and decided to pilot the vendor's offerings for ToIP services monitoring.

ServicePilot, the ToIP management solution designed by ServicePilot Technologies, collects, analyses, logs and correlates all key indicators from communication architectures. The information is made available through a web portal that provides actionable and user-friendly reports. The cartography, graphics and tables of events, both real-time and historical, track and report on any failure and optimize the underlying infrastructure to ToIP services.

ServicePilot was initially pilot-tested in 2006 on AFP's global network and the solution proved to have a rich host of monitoring, diagnostic and reporting features. The solution then went live in early 2007.

"We must remain fully operational on a 24/7 basis. ServicePilot helps us guarantee a highly available ToIP network and optimizes the quality of service provided to our staff worldwide. As a result, we can today easily put our finger on a failure in Washington well before our local support team even reports for work!", adds Christophe La Rosa. "Our team very much appreciates the real-time centralized display of all network indicators on a single screen. This holistic view makes it possible to spot any weak links, be notified quickly, and solve, or nip in the bud, potentially sticky issues. The latest version 6.2, of ServicePilot, is even more user-friendly, and offers intuitive navigation while the responsiveness of the ServicePilot Technologies team has been vital in making the project a great success."

"Applications often have to cope with latency and jitter in complex environments such as ToIP, and this adversely impacts the quality of service. Measuring network performance precisely is therefore a must, in order to be able to implement the appropriate actions when any issue arises", says Bertrand Mahé, President, ServicePilot Technologies. "This is even more critical for corporates such as AFP, where responsiveness in business is so critical. It is in such demanding environments that our technology provides the greatest value".

About Agence France Presse

AFP covers all the news worldwide, providing multimedia content through news wires, texts, pictures, graphics and video. Agence France Presse covers domestic and international news on a wide array of subjects, from politics and diplomacy to economy and social, sports and culture to science, health and people, and spot news as well. AFP provides content in six languages: French, English, German, Spanish, Portuguese and Arabic. This content is translated by local partners to Chinese, Japanese, Russian, Italian, etc. The content provided by AFP is ready to be used as it is pre-written and categorized. It is used by the world's major media organizations as well as corporations, governments and international agencies. The AFP brand guarantees editorial quality and reliability since the agency was founded in 1835. AFP acts independently and objectively with regards to political, economic and religious bodies.

About ServicePilot Technologies

ServicePilot Technologies designs software solutions that offer business and technical visibility into IP infrastructures and guarantee quality of service and high performance for critical applications. ServicePilot is one of the very few available solutions that promote a proactive approach, by providing a comprehensive and consistent monitoring of enterprise networks, servers and applications and ensuring high availability and performance of business applications. By combining fault management features, performance management, SLA management, and capacity planning into a single platform, ServicePilot offers a significant competitive edge and optimized ROI. ServicePilot is currently used by many organizations, including Banque Populaire, Caisse d'Épargne, Crédit Agricole, HSBC, AGF, Groupama, Maif, Chantiers de l'Atlantique, EDF, Cramif, CG35, and AFP. For more information, please visit www.servicepilot.com

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