



## **e-Qual Enhanced Managed Services And Profit Margins With ServicePilot Technologies**

**Houston, Texas (USA) and Paris (France), August 6th, 2009** - e-Qual ([www.e-qual.fr](http://www.e-qual.fr)), a leading Global Managed IT Services operator, has used the integrated service management solution from ServicePilot Technologies to enhance its service offering and improve profit margins. The new system, implemented in the first half of 2009, allows the company to offer precisely defined service levels and more accurate reporting, and to reduce the costs of development, maintenance and operations.

e-Qual previously relied on several different open source products: Nagios for polling and retrieving information, MRTG for measuring and monitoring network traffic, Cacti for charting and a MySQL database, all linked together by extensive in-house software development. The solutions worked but lacked key functionality such as the ability to provide custom views to users. E-Qual, therefore, invested nearly 5 years in programming adaptations to the open source products. Unfortunately, with each new release of the open source software, e-Qual had to re-program the adaptations that had been made.

*"This was a trap!"* states Philippe de Lussy, CEO of e-Qual emphatically. *"Contrary to what many people think, Open Source is not magic and it's not free."* He adds that maintaining the software cost a minimum of 1 engineer per year.

To save costs, reduce complexity and enhance service quality, e-Qual looked for another solution. They discovered ServicePilot<sup>®</sup> ISM, a best-of-breed solution for end-to-end IT service management. At the time, the product only had 80% of the functionality that e-Qual wanted. ServicePilot Technologies, however, committed to developing the remaining 20%, and the two companies collaborated closely.

The new product, released in the 3<sup>rd</sup> quarter of 2008 and implemented by e-Qual in 2009, meets 100% of the company's requirements. By providing customized and highly accurate indicators, ServicePilot ISM has helped e-Qual to anticipate problems before they occur, precisely model service level agreements and document actual performance. Thanks to more accurate forecasting of performance, e-Qual also saves money by investing in additional capacity only when it is needed.

*"We're very pleased with our decision to replace the Open Source products with ServicePilot ISM,"* says Philippe de Lussy, *"We prefer to focus on our area of expertise, which is the Managed IT Services business, and to let the experts at ServicePilot Technologies focus on doing what they do best."*

*"Our close collaboration with e-Qual was good for both companies,"* says Bertrand Mahé, President and CTO of ServicePilot Technologies, *"e-Qual could replace their open source monitoring tools and – with their input – we could add advanced features to ServicePilot ISM."*

### **About e-Qual**

e-Qual is a leading Global Managed IT Services operator.

e-Qual services are operated 24h/24, 7 days a week, out of its Service Operation center and cover Network Services either based on Satellite and radio owned network covering Europe, Africa, Middle East and Central Asia or MPLS and Internet VPN networks as well as IT Critical Servers Services for hosting in two highly secured computer centers or by Customer premises and their day to day operations.

On top of infrastructures services, e-Qual delivers high value-added Application performance services and Security services

For more information, [www.e-qual.fr](http://www.e-qual.fr)

## **About ServicePilot Technologies**

ServicePilot Technologies is a premier provider of business-focused service management solutions that can be easily installed, deployed and operated.

Service providers and Global 2000 companies are turning to ServicePilot Technologies to manage their network and system infrastructures and business-critical.

With its proven and robust software suite, the company serves customers across the spectrum of vertical markets including manufacturing, healthcare, financial services, education and government.

ServicePilot Technologies partners with software and hardware leading companies (Alcatel-Lucent, Aastra, Cisco, Microsoft, etc.) and distributes its solution through direct sales, as well as best-in-class integrators (Axians, Devoteam, NextiraOne, Orange, Telindus, etc.) to provide its customers with local services (consulting, delivery, integration and technical support).

For more information, [www.servicepilot.com](http://www.servicepilot.com)

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