



ServicePilot Technologies unveils ServicePilot version 6.2

Paris, March 9th 2007 – ServicePilot Technologies, an innovative network service and fault management software company, today announced a significant new release of ServicePilot. ServicePilot is a cost-effective solution to improve operating efficiency and proactively plan changes in corporate network infrastructure. The solution helps companies and service providers to improve the quality and reliability of their services to end-users. ServicePilot 6.2 comes with a host of new features that improve the security, usability and scalability of the solution.

The advanced, robust and simple-to-use platform is the result of a decade of R&D efforts from a company on the fast track. ServicePilot is a single-shot solution for fault management, capacity planning, performance management, and monitoring of SLAs. ServicePilot supports the full network and server infrastructure as well as the entire portfolio of convergent and critical applications. ServicePilot minimizes operating costs, improves communication among different departments of a company and fully meets their specific requirements.

Customer support is a critical and much appreciated component of ServicePilot Technologies service. Companies in a wide variety of industries (financial institutions, healthcare companies, educational organizations and manufacturers) benefit from this support and trust Service Pilot to manage the complex, emerging technologies that they use.

ServicePilot 6.2 enhances flexibility, security, reduces deployment time, and improves usability thanks to the following features:

- Microsoft Windows Vista support, with improved TCP/IP performance.
- Extended support for Voice over IP following a recent partnership with Alcatel-Lucent, a leader in ToIP solutions. As VoIP is becoming more affordable and pervasive, ServicePilot version 6.2 can monitor and measure the quality of service of VoIP calls and trace incidents in a multi-vendor environment.
- Support for the latest version of Simple Network Management Protocol. SNMP v3 brings fully-fledged encryption and provides additional security for communications using this protocol.
- ServicePilot Discovery, for automated discovery of all components of an infrastructure, thus providing instant and granular visibility spanning the full network.
- Improved User Interface compliance with the Information Technology Infrastructure Library (ITIL) standard. ServicePilot's software architecture is designed to fulfill customer ITIL objectives.
- Simplified and enhanced, configuration to streamline and dramatically speed up deployment, thus increasing user comfort.

"The ServicePilot 6.2 offering is a perfect response to technological developments in the marketplace and focuses on adapting to new requirements and behaviors of our customers", said Bertrand Mahé, President, ServicePilot Technologies. *"We provide end-to-end, open, scalable and reliable solutions that are easily deployed and managed. We capitalize on our rich experience in the network industry, on our R&D investments and on our close-knit alliances with market leaders to maximize quality of service and performance for end-users".*

Availability

ServicePilot 6.2 is available immediately and can be downloaded free of charge for customers with a maintenance contract.



About ServicePilot Technologies

ServicePilot Technologies develops 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 solutions available today that promote a proactive approach by providing a comprehensive and consistent monitoring of enterprise networks, servers and applications to ensure high availability and performance of corporate 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'Epargne, 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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