



PRESS RELEASE

Pirean wins IBM Tivoli Business Partner Award

Las Vegas, USA – March 25th, 2010 – Pirean, a leading delivery partner for security and service management, today announced it has been honoured by IBM with the IBM Tivoli 2010 Business Partner Service Management Solution Award for outstanding business partner solutions delivering the visibility, control and automation required to industrialise business and IT operations.

The IBM Tivoli Business Partner Awards recognise business partners that have demonstrated deep technology and industry expertise with IBM Tivoli software and are delivering exceptional industry solutions that solve critical business issues. Out of hundreds of eligible business partners, Pirean was honoured in its category on Sunday, Feb. 21, at the annual Pulse Conference.

Working with a major UK Government Agency, Pirean's winning solution enables the organisation to take an accurate view of the entire IT estate, KPI reporting and SLA management to deliver an integrated approach to service management.

Speaking at the awards ceremony, Mike Cartwright, CTO, Pirean remarked: "Through reviewing existing documented process and interviewing key personnel, from the Helpdesk Manager to the Change Manager, we were able to review and document process in line with ITIL best practice – and by leveraging the integrated IBM portfolio, design a solution from a technology perspective to ensure that process was followed.

The solution links Incident, Problem, Change and Configuration through Tivoli Application Dependency Discovery Manager (TADDM), Tivoli Change and Configuration Manager Database (CCMDB) and Tivoli Service Request Manager (TSRM).

"Organisations require customized solutions that meet actual business needs," said Faye Chandler, Director of worldwide channel sales, IBM Tivoli Software. "IBM Tivoli Business Partner Award winners, like Pirean, were chosen because of their proven track records of extending the capabilities of the Tivoli software portfolio and providing greater value to our clients."



For more information about the IBM Tivoli Awards for Business Partners, please visit: <http://www-01.ibm.com/software/tivoli/partners/pulse2010/awards/>.

For more information about IBM Tivoli business partner offerings and solutions, please visit: <http://www.ibm.com/tivoli/partners>

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