



FOR IMMEDIATE RELEASE

iWave Software, Morse and Worldwide Banking Leader Team to Deliver Smooth Customer Experience

IT Process Automation (ITPA) Offers Alternative to Expensive Service Desk Consolidation Driven by Mergers, Acquisitions and Supply Chain Integration

FRISCO, TX – April 21, 2010 – [iWave Software](#), the leading, independent provider of Data Center Orchestration, Automation and Cloud Management software and Morse, today announced the successful launch of a “virtual” service desk for a leading worldwide bank, providing a smooth customer experience, lowering operational costs and allowing a dedicated data centre to be closed.

In late 2009, Morse’s data centre automation specialists were asked by the bank to provide a scalable, cost effective solution that would allow seamless entry and routing of incidents between three different countries from three unique service desks, including one delivered by a managed service provider and a data centre. The project requirements dictated that the entire process needed to scale to new branches and partners, and most importantly, be invisible to the bank’s vast network of customers.

The result was the adoption of an IT process automation approach to “virtualise” the service desk and the selection of iWave Software’s high performance automation platform and process framework. With iWave’s assistance, the Data Centre Automation specialists installed the solution and ultimately Morse became a preferred iWave Software UK product and services partner.

“Given the project requirements and the company’s aggressive acquisition strategy, consolidation to a single service desk was not the right answer,” said Tim Hall, Marketing Director, Morse IS&T. “iWave was the clear solution and partnering choice, fitting seamlessly into our services methodology and maintained our vendor independence. The 30+ adapters and pre-built ITIL process accelerators gave our teams the flexibility to quickly meet the bank’s needs. This also helped us with improved predictability of service engagement cost and time.”

The “virtual” service desk allows a call to be taken at each location, and a ticket created and routed to the appropriate location without making the customer hang up and dial a different number. Mean-Time-To-Repair (MTTR) times have fallen dramatically as have operating costs. Since going live, a network service provider’s service desk is being added to the “virtual” service desk using one of iWave’s pre-built adapters.

“This project was a resounding success and provided a unique application of IT automation to save customer’s expenditures on service desk” said Brent Rhymes, President of iWave Software. “Morse’s delivery track record and focus on providing the best of breed data centre solutions for customers make

it a great fit for both companies. We look forward to the continued acceleration and delivery of IT Process Automation benefits within Morse's customer base."

Pricing is based upon connectors to third party products. For more information regarding Morse data centre automation services, please visit: www.morse.com or call Morse at +44 (0) 20 8380 8000. For more information on iWave products visit: <http://www.iwavesoftware.com> or call iWave Software at (866) 92-iWave.

[About Morse plc](#)

Morse plc is an IT services and technology company with design, delivery and support skills across a range of technology platforms and business applications. Established in 1983, Morse floated on the London Stock Exchange in 1999 and posted revenues of over £220m in the last financial year.

Morse has four primary operating divisions trading in the UK, Europe, USA and Asia:

- Infrastructure Services & Technology UK
- Infrastructure Services & Technology Ireland
- Infrastructure Services & Technology Spain
- Business Applications Services (UK, USA and Asia)

Morse IS&T is an experienced and trusted IT services partner for large organisations in the UK. With over 600 staff across the country, they deliver multi-platform skills, services and technologies in and around the data centre. These services drive sustainable cost savings and service improvements within customer IT functions. In addition, the IS&T team provides thought leadership and guidance across a wide range of technology requirements, from simple IT provisioning to complex IT transformation.

[About iWave Software](#)

iWave Software is the leading independent provider of Data Center Orchestration, Automation and Cloud Management software. Used by Global 1000 organizations, IT Outsourcers (ITOs) and OEM partners to lower IT operating costs, increase business agility and improve service levels, iWave's award-winning solutions move organizations beyond the limits of inward-facing ITSM integration products. iWave Orchestrator, a high-performance automation platform and process modeling framework, simplifies orchestration of complex tasks like disaster recovery, cloud management, provisioning, and fault remediation in today's on-demand enterprise IT environments.

iWave Software LLC was founded in 1993 and is a privately-held affiliate of the Hall Financial Group. The company is headquartered in Frisco (Dallas), Texas and maintains offices in London, England and Moncton, Canada. For more information, please visit www.iwavesoftware.com or call iWave Software at (866) 92-iWave.

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