News Release

Media Contact:

Angela Steel
Marketing Manager
020 8391 9000
asteel@sunrisesoftware.co.uk

IT support takes centre stage at Arts Council England

Selects Sostenuto to support centralised IT following major restructure

Chessington, 26 March 2009. Arts Council England, the national development agency for the arts, has adopted IT service management platform Sostenuto, by Sunrise Software. The software will help the Arts Council improve IT services across the organisation, following a major reorganisation earlier this year.

The restructure of the Arts Council has brought together previously disparate departments, which are now serviced by a single IT team. The new IT team has implemented Sostenuto to enable the organisation to become ITIL compatible. The software will power a centralised service desk, operating from the Arts Council Service Centre in Manchester, which will provide IT support for 650 staff.

"Centralising IT after such a major restructure is not for the faint hearted," said Owen Powell, IT director at the Arts Council. "However, with the right technology and a proven methodology underpinning it, I'm confident we'll be successful."

Powell described his reasons for selecting the software: "Sostenuto hit the mark because it's easy to use, cost effective and ITIL compatible. But what sets it apart is its flexibility. We can make amendments to the system ourselves, without the need for expensive consultancy."

Tom Weston, executive chairman at Sunrise Software, commented: "Sostenuto will not only enable the Arts Council to handle IT queries from across the country efficiently and successfully, but will also enable it to implement best practice in IT through the ITIL framework."

Having just launched the new ITIL-based support service for the Arts Council, Powell plans to focus initially on incident and problem management, before expanding into further areas of ITIL.

NOTES TO EDITORS

About Sunrise Software (www.sunrisesoftware.co.uk)
Sunrise was founded in 1994 and is a leading independent provider of IT Service Management solutions.

Its customer base includes over 1,000 blue chip and public sector organisations, including names such as Anglian Water, Mothercare, Bank of New York, the NHS, Harper Collins, Rugby Football Union and Landesbank Baden Wurttemberg.

Sunrise is widely recognised for excellent service, and product innovation is key to its long-term vision. This is the strategy behind the launch, in 2003, of Sostenuto ITSM, a process driven, entirely browser based solution to complement Enterprise, its well-established client-server offering.

2007 saw the launch of Sostenuto Foundation, a browser-based solution that offers the core ITIL processes out of the box. Foundation allows customers to take a step-by-step approach to ITIL, an alternative to the 'ITIL all-in' approach available with Sostenuto ITSM.

For further information, please visit www.sunrisesoftware.co.uk.