PRESS RELEASE

Press Contact:
Harry Reisenleiter, VP Marketing
800-261-JAMS
Email: HarryR@MVPSI.com

MVP Systems Software's JAMS Incident Management Pack Receives Integration Certification from ServiceNow
JAMS Incident Management Pack Released

FARMINGTON, CT —Dec. 11, 2014 — MVP Systems Software today announced it has received certification of its integration with ServiceNow. Certification by ServiceNow signifies that JAMS has successfully completed a set of defined tests focused on integration interoperability, security and performance. The certification also ensures best practices are utilized in the design and implementation of the JAMS integration with ServiceNow.

The newly certified integration, the JAMS Incident Management Pack, enables ServiceNow users to automatically generate new incidents directly from JAMS alerts. The instant a scheduled job fails, JAMS creates a ServiceNow incident. JAMS populates new incidents with valuable details about the conditions under which a job failed, details that have often required an agent to spend time collecting. The JAMS Incident Management Pack provides critical information such as:

- Details of the job failure (e.g. error codes and log files)
- The user who submitted the job
- The agent machine where the job was executed
- The time the job failed

Through automation, the JAMS Incident Management Pack closes the gap between IT service events and resolutions.

"Mean time to resolution is a highly valued metric for our mutual customers," said David Kluskiewicz, MVP's VP of Marketing. "By connecting the robust data captured by JAMS with a strong incident management process, an organization can make the resolution process more efficient and improve its ability to meet demanding SLAs."

MVP Systems Software will be sponsoring and exhibiting at Knowledge15, the largest gathering of IT professionals learning how to leverage cloud services to transform service management across the enterprise, April 19 to 24, 2015 at Mandalay Bay in Las Vegas.

About JAMS
JAMS is the only job scheduling system built on the .NET framework and is the first enterprise job scheduling system that can be leveraged by both IT Operations Personnel and Application Developers. With its roots in Windows, JAMS also supports running processes across a variety of operating systems (UNIX, Linux, System i, OpenVMS, etc.) and applications (PeopleSoft, SAP, SQL, Oracle, Symitar, Ecometry, etc.) To learn more about JAMS, please visit www.JAMSScheduler.com or call 800-261-JAMS.

About MVP Systems Software, Inc.
For more than 20 years, MVP Systems Software, Inc. has provided leading-edge batch job scheduling and workload automation solutions to more than 1,000 customers. Customers include household names such as Alcoa, Bank of America, Yum Brands, Logitech, Jones Apparel Group, CVS Caremark, and Syracuse University. MVP's solutions are available for all models of IT architecture, from physical servers

to virtualized and hybrid environments. You can learn more about MVP Systems Software at
http://www.jamsscheduler.com/company/about-mvp/