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PRESS RELEASE

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MVP Systems Software Launches JAMS Alert Management Pack for ServiceNow Store

New Cloud Application Delivers Batch Job Alert Management powered by the ServiceNow Platform

LAS VEGAS, KNOWLEDGE15 – April 21, 2015 – MVP Systems Software today released the JAMS Alert Management Pack on the newly launched [ServiceNow Store](#), empowering organizations to enhance and optimize the way they work through service management. Built on the [ServiceNow platform](#), the new application provides organizations with powerful features to identify, assign, troubleshoot and resolve IT service issues caused by failed batch processes.

The JAMS Alert Management Pack extends the reach of a ServiceNow deployment to an organization's critical batch jobs. Through job mapping and monitoring, it integrates batch processing into the broader context of service delivery and ensures that potential service interruptions and SLA violations can be addressed quickly and efficiently.

The ServiceNow Store is a commercial enterprise application marketplace that allows customers to purchase and download a broad-range of third-party applications and integrations to improve their IT and business operations. Using the ServiceNow Store, customers have easy access to apps that consumerize their employees' service experience, automate workflows across departments, integrate IT operations and deliver performance analytics. By unleashing the power of service management across the enterprise on one platform, organizations can improve efficiency and lower the cost of service delivery.

The ServiceNow Store was unveiled today at [Knowledge15](#), ServiceNow's annual global user conference.

"Batch processing issues can significantly impact the IT services an organization delivers to both its internal and external customers," said David Kluskiewicz, VP of Marketing, MVP Systems Software. "The JAMS Alert Management Pack ensures that failed batch jobs, regardless of the platform or application on which those jobs run, can be immediately addressed using the organization's established service management processes. ServiceNow users can research and even resubmit batch jobs without ever leaving their service management console."

Key Application Highlights:

- Complete exposure of JAMS alerts to ServiceNow
- Options to manually or automatically escalate batch job alerts to incidents
- Built-in tools let agents resubmit batch jobs from within ServiceNow.
- Auto-populate alerts with key job information, including error codes, agent machine, and failure time.
- Batch job alerts can be mapped easily to a business service, response team, department or person.

For more information on the ServiceNow Store, visit: <https://store.servicenow.com>

About Knowledge15

At [Knowledge15](#), approximately 9,000 attendees have the opportunity to attend more than 100 labs and 200 breakout sessions, specialized networking events, and an ExpoNow exhibition hall with nearly 120 sponsors. With the combination of pre-conference training, hands-on labs, and breakout sessions, the conference presents the best opportunity for ServiceNow customers and partners to learn about the future of ServiceNow, the ecosystem and how we are empowering the service-oriented enterprise. During the conference, follow it on the [ServiceNow Community](#) and on Twitter #Know15 and @Know365.

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/>

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