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Press release

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Mexon announces LiveTime Service Manager V6 earns ITIL 3 certification for nine processes with PinkVERIFY

Leusden, September 10, 2009 – Mexon Technology, distributor of IT Service Management, IT Asset Management and Process Management solutions, announces that its supplier LiveTime Software, a leading provider of ITIL based Web 2.0 Service management Software, has achieved PinkVERIFY certification for 9 ITIL Processes. LiveTime demonstrates proficiency in ITIL 3 and seamless integration of nine processes with LiveTime Service Manager 6. This critical milestone demonstrates LiveTime's commitment to open standards and best practices to help business deliver more effective, efficient, and auditable customer service and support.

Out of the box enterprise integration with Authentication, Asset and Inventory Management, and Event Management has enabled customers such as Lockheed Martin, Verizon, Pricewaterhouse Coopers and Wellpoint to implement LiveTime within a matter of weeks! Available On Demand (SaaS) or On Premise (software, hardware or virtual appliance), LiveTime is based on open standards and supports any operating system, any browser, and any database.

"This certification allows both new and existing LiveTime customers to gain all the benefits of an updated ITIL compatible process implementation," said Jason Andrews, VP of Application Engineering, LiveTime Software. "Greater efficiency, assured regulatory compliance and the alignment of IT services with business objectives will enhance the service our customers deliver."

Focusing specifically on usability and tight integration across all processes, LiveTime Service Manager 6 enables organizations to roll out Service Catalog and Service Portfolio Management as easily as Incident, Problem, and Change Management. LiveTime Service Manager 6 has been certified for Request Fulfillment, Incident, Problem, Change, Service Level, Knowledge, Service Catalog, Service Portfolio, and Service Asset and Configuration Management.

About Mexon Technology

Mexon Technology – winner of the Top Tools Innovation Award - is a leading supplier and integrator of IT Service Management, Asset Management & Process Management Solutions in the Benelux en France. The services Mexon Technology provides include Service Management, Process Performance Management and Asset Intelligence. Mexon Technology continuously strives to establish and maintain relationships with new and existing clients on the basis of involvement, reliability and competency. Inherently, the portfolio of products and services is continuously updated to meet the latest developments. Many of the most successful businesses at the moment use Mexon Technology's solutions to lower their costs and improve customer satisfaction. Mexon Technology is part of the Aaxis Group. For more information, please visit www.mexontechnology.com.

Information:

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