



Princeton, New Jersey – September 18, 2009 - Kepner Tregoe, Inc., the market and technology leader in providing Service Value Management Strategies and Solutions, and itSM Solutions, a market leader in the development of value based, training solutions for the ITSM marketplace, today announced a strategic global alliance in which itSM Solutions will become an authorized reseller of the Kepner Tregoe training portfolio in addition to becoming a strategic development partner for future products that will help IT organizations maximize the Lifetime Value it delivers to its customers. This global alliance is focused around introducing a robust approach to designing value based service offerings providing benefits of focused troubleshooting skills, performance model design, tools and strategy implementation, aligned within ITIL guidelines and intent.

"If you've read the ITIL Library, you'll know that 'Kepner-Tregoe' methods are the recommended best practices for client and problem management. This alliance is about bringing forward a set of off the shelf and custom training solutions that will enable IT Organizations looking to align their current client and problem management practices with the best practices outlined in the ITIL" stated Rick Lemieux, VP of Sales & marketing at itSM Solutions.

This alliance joins the power of high quality, consistent processes with a consistent ITIL Service Strategy framework for driving customer results. These joint solutions provide businesses with the ability to successfully achieve increased customer satisfaction, company growth, reduced operational costs and improvement of the overall organizational service quality. Together, these results can be monitored and measured. The integration of these world-class solutions will assist businesses achieve significant and rapid results across a global marketplace.

"KT and itSM Solutions have each led fundamental transformations in their own market — KT's innovation in Service Value Management methodologies and itSM Solutions' IT Service Management training suite," said Christoph Goldenstern, KT global vice president and partner for Service Excellence. "By combining our unique strengths, KT and itSM Solutions will accelerate the delivery of integrated business and service management solutions — delivering to our customers a higher-quality user experience, with greater reliability and lower total cost of ownership. That's where we can make a real difference."

David Drew, Global Director of Marketing at Kepner-Tregoe stated: "This is a truly innovative combination of KT's long-proven issue resolution techniques with best-in-class application development. The result of this integration is a tool which enables the increasingly rapid resolution of customer issues, providing the user with a source of sustainable competitive advantage. This reflects KT's strategy firstly in innovatively delivering our core Rational Process technology to users through new market channels, media and platforms, and secondly in working with IT SM leaders to transform their service functions into generators of value for their organisation."

The alliance is across multiple countries and encompasses distribution, technology and co-marketing efforts.

Kepner Tregoe, Inc. and itSM Solutions: KT-Knowledge Management Solutions Both Kepner Tregoe, Inc. and itSM Solutions have revolutionized how customers and businesses improve their Business Service Operations, including Problem Management, Incident Management, Knowledge Management, and Configuration Management applications. itSM Solutions® is a content development company specializing in developing value based training programs that help IT organizations acquire the knowledge and skills to create, integrate and operate ITSM programs.

About Kepner-Tregoe Inc.

Kepner-Tregoe (KT) provides consulting and training services to organizations worldwide. Founded in 1958, the Princeton, N.J.-based global company celebrates 50 years as the international leader in developing the critical thinking skills of people. In that five decade span, KT has worked with most of the Fortune 1000. KT pioneered problem-solving and decision-making processes that enable people to turn business challenges into impressive, bottom-line results. KT processes are used at every level of client organizations: in boardrooms, on production lines, in support centers and for projects of all sizes. KT helps clients achieve measurable results and embed lasting value. For additional information, visit www.kepner-tregoe.com.

About itSM Solutions LLC

Founded in 2002, itSM Solutions™ is a content development company specializing in the development of value based classroom and online training programs that help IT organizations acquire the knowledge and skills to create, integrate and operate ITSM programs. itSM Solutions™ is also the founding member of the LinkedIn community The ITSM Practitioner Alliance, the industry's first online value network of IT practitioners willing to share their practical experiences with individuals and organizations looking to create actionable ITSM plans when using ITIL® and other best practice frameworks, methods and standards.

