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**NETAPHOR SOFTWARE, INC. EXPANDS SERVICE LEVEL MANAGEMENT
WITH NEW VERSION OF ITS MANAGED PRINT SOFTWARE**

*New Service Level Tracking Benefits Customers and Fleet Managers by
Measuring SLA Compliance across All Makes and Models*

Irvine, Calif. — (September 8, 2009) — [Netaphor](http://www.netaphor.com) Software, Inc. (www.netaphor.com), a provider of [managed print service \(MPS\)](#) software, announced today SiteAudit version 3.0 offers user-defined service levels and compliance metrics. The new capability provides fleet managers, such as printer vendors, with the flexibility to define service levels based on alert errors, alert severity and level of training required to fix the error. These service levels can be incorporated into [service level agreements \(SLAs\)](#) based on business hours and measured according to printer uptime percentages. Fleet managers should enjoy cost savings due to an automated SLA tracking system and end users save with higher uptime levels and a reduction in the number of printers needed to compensate for excessive printer downtime.

SiteAudit v3.0 service level tracking is completely automated and builds on its capability to collect data from the printer such as error codes, alert descriptions, severity levels and training levels. Fleet managers can create unique SLAs that are defined by business hours, days of the week, exclude holidays and operate only in certain time zones. As an example, a Canon printer SLA is defined between 8:00 am and 5:00 pm Monday thru Friday, for critical paper jams and supplies problems. If the printer reports a critical paper jam at 9:00 am which is resolved at 12:30 pm but also reports a critical supplies problem at 8:30am and which is resolved at 10:00 am the total downtime is 4 hours. The reason is 4 hours is reported and not 5 hours as downtime is because SiteAudit incorporates a 'smart' algorithm which coalesces time periods over which multiple alerts may occur to eliminate overlaps. The result is precise, comprehensive SLA tracking.

Compliance reporting is easily performed by grouping and sorting printers on a variety of SLA metrics. For example, a fleet manager can create reports on:

- Uptime greater than 95% for all HP color LaserJets by quarter
- Downtime greater than 8 hours for all color printers in July
- Average uptime for all printer in the sales department

- Response time for all Canon color MFPs printers

The flexibility of SiteAudit's tracking system allows SLAs to be defined for a single or group of printers based on their manufacturer, model, location, department or other identifier. SLA tracking is an important MPS requirement for medium and enterprise customers wanting to maximize service performance of their fleet.

"SiteAudit distribution partners are excited to offer more than just meter reading and consumables replacement. They want to customize service level programs and offer service level performance tracking and reporting," said Rakesh Mahajan, CEO of Netaphor. "The SLA tracking gives them an important differentiator when competing for MPS customers."

SiteAudit v3.0 is available in mid-September through Netaphor's global network of reseller partners.

A free 15-day trial of the software is available at www.netaphor.com

About Netaphor

Founded in 1997 and headquartered in Irvine, Calif., Netaphor Software, Inc. develops and sells asset management tools that help companies control printer costs. The company's flagship product, SiteAudit, is the industry's first software suite to identify, reduce and manage printer costs, saving organizations up to 30 percent during the printer asset lifecycle. SiteAudit customers include organizations in the pharmaceutical, industrial, technology and education industries including Northrop-Grumman, Spectrum Health, Volvo IT, Jacobs Engineering, Gothenborg City and USS-POSCO.

For further information, please visit www.netaphor.com.

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