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Visualising User Experience - ISA Technologies Release ‘SparrowVUE’ Software to Support IT Service Level Agreements (SLA)

ISA Technologies has announced the release of SparrowVUE, a software tool to support management and monitoring of Service Level Agreements (SLA’s).

ISA Technologies Software Development Group in its Kuala Lumpur Office in Malaysia has taken the lead in developing this product to assist in managing information technology services for a diverse range of clients.

“Outsourcing of information technology services has grown internationally so that businesses and organizations can focus on their core activities reflecting their competitive advantage or major service offering in the market place, while contracting out their IT needs”, said Mr Alvin Yuen, General Manager of ISA Technologies in Malaysia.

“SparrowVUE helps companies to manage IT services by having the capability to run synthetic transactions allowing for real time performance review as well as monitoring transactions and historical data”, Mr Yuen said.

SparrowVUE also provides a basis for understanding application response times and instant notifications regarding application performance problems. This is particularly useful to clients implementing automated systems to achieve cost reductions and productivity improvements needed to compete internationally while monitoring service quality and improving service delivery to clients.

“Maintaining control of these systems is vital for modern businesses to realize the benefits of faster and cheaper delivery of services using IT”, said Mr Yuen.

SparrowVUE also represents a further step for ISA Technologies in the development of software and intellectual property.

“Software engineering in ISA Technologies has established a reputation for excellence following the winning of an international Microsoft Technical Innovation Award in the Software Asset Management category for its SAMLite software product”, said Mr Sil La Puma, Managing Director of ISA Technologies.

“SparrowVUE represents another step forward for ISA Technologies in the development of software”, Mr La Puma said.

SparrowVUE has been developed using next generation Web 2.0 technologies such as AJAX and Windows Presentation Foundation which enables rich reporting and content to be delivered via a simple to use user interface.

SparrowVUE has been well received during a preview at Microsoft TechED SEA 2007 in Kuala Lumpur from the 10th to 13th September, 2007. Microsoft TechED SEA 2007 is the largest annual conference from Microsoft in the South East Asia region.

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