



MARVAL ACHIEVES BS15000 CERTIFICATION

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Marval Software, a leading European specialist in IT service management (ITSM) software tools, consultancy and training, has been awarded BS 15000 certification - the British standard of excellence specifically aimed at the IT service management arena.

The certification will have significant spin-off benefits for Marval software users in SA, says Charles Osburn, a director of Quintica, the local Marval representative.

"While the certification delivers competitive advantage benefits for the Marval organisation, advantages for our customers and partners include the security of a reliable and well managed IT infrastructure with which to support their often complex and challenging services management requirements," he says.

Osburn sees BS 15000 accreditation as part of a continuous service improvement programme undertaken by Marval that will have global consequences.

"BS 15000 is an important tool for any organisation to demonstrate the effectiveness of their IT service department and highlight their on-going contribution to the success of the business," he adds.

EDITORIAL CONTACTS

Quintica

Charles Osburn
(011) 575 4320
charles.osburn@quintica.co.za

HMC Seswa Corporate Communication

Christy McMeekin
(011) 704 6618
christy@hmcsewa.co.za