



## **LANDesk Certified on all 14 ITIL V3 processes for IT Service Management**

*Confirms Global Best Practices for Service Desk Support*

**SALT LAKE CITY – February 23, 2010** – [LANDesk Software](#), a global leader in PC lifecycle management, endpoint protection and IT service management, today announced its LANDesk Service Desk solution has achieved PinkVERIFY status through Pink Elephant’s software certification scheme for all 14 processes that make up ITIL V3, the worldwide standard for IT service and support. LANDesk is only the third organization worldwide to demonstrate all 14 of these [ITIL capabilities](#), continuing to build upon its strong IT Service Management (ITSM) offerings driving ROI by providing best practices enabling better, more informed business decisions and simplified infrastructure management.

“Receiving Pink Verify certification for all 14 ITIL processes and with our growing list of additional IT certifications makes LANDesk’s Service Desk the right solution for every company, no matter what compliance requirements they are faced with,” said Steve Workman, vice president of product management, LANDesk Software. “By continuing to help our customers adopt the ITIL framework, we are helping them streamline IT processes, in turn reducing overall costs. It is our vision to be the worldwide industry standard for best practices in the IT service management sector and this new certification solidifies our leadership in the space.”

Developed by the UK government and used by thousands of organizations around the world, ITIL has become the de facto standard for IT best practices and assists organizations in providing the necessary framework for IT Service Management. In order to become certified, the LANDesk Service Desk suite successfully completed a rigorous testing period to ensure all of its processes are up to par with ITIL standards.

Troy DuMoulin, AVP of Product Strategy for Pink Elephant, acknowledges LANDesk’s status: “PinkVERIFY was created to help the IT community find software tools that are compatible within an ITIL

environment. We put LANDesk through a rigorous assessment process to ensure its compatibility. Congratulations to the organization for achieving this important status.”

### **Outstanding ITSM Made Easy**

LANDesk Service Desk is a consolidated service desk solution that enables an organization to deliver outstanding IT service to both employees and customers. The solution features all the core ITSM functionality expected from a market-leading service management software application, including ITIL verified; incident, problem, change and asset management; workflow; options for user and customer self service; knowledge-based systems and management reporting; as well as facilities to integrate with leading, independent business productivity applications.

LANDesk Service Desk is verified to meet the mandatory functional requirements for ITIL compatibility, which makes it the ideal solution for providers of IT service who are using or wish to introduce ITIL best practices.

To learn more about how LANDesk helps its customers with ITSM see a customer [case study here](#).

LANDesk is attending the [14<sup>th</sup> Annual International IT Service Management Conference and Exhibition](#) in Las Vegas February 21 – 24. To learn more about LANDesk’s integrated service management tools, please visit <http://www.landesk.com/service-desk-software.aspx>

### **About LANDesk Software**

LANDesk Software is a leading provider of systems, security, IT service, and process management solutions for desktops, servers and mobile devices across the enterprise. LANDesk enables thousands of organizations to easily deploy and use end-to-end management solutions. LANDesk is headquartered in Salt Lake City, Utah, with offices located in the Americas, Europe and Asia Pacific, and can be found at [www.landesk.com](http://www.landesk.com).

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