



News Release
For immediate release

Compugen Introduces eMerge Release 4.1

IT Infrastructure Solution Provider Delivers Enhanced Asset Lifecycle Management, Workflow Automation and Cost Reduction to Canadian Business

Richmond Hill, Ont. – April 3, 2008 – Compugen Inc., one of the largest Canadian-owned IT solutions and services providers and PC systems integrators, has announced Release 4.1 of [Compugen eMerge](#), its award-winning technology asset lifecycle management solution.

Compugen eMerge combines technology and best practices based on the IT Infrastructure Library (ITIL) to control costs, minimize business risk and maximize the business value that IT infrastructure delivers. eMerge helps organizations manage IT-related assets – hardware, software, processes, documents – throughout their complete lifecycle, from acquisition to utilization and to final disposal. eMerge consists of seven easy-to-use application modules: Request Manager, Procurement Manager, Asset Manager, Service Manager, Lease Manager, Device Manager and Change Manager.

Introducing Change Manager

For Release 4.1 of eMerge, the spotlight is on the new Change Manager module, which provides customizable, rules-driven workflow to support the creation and management of relationships between what ITIL calls “configuration items”. Change Manager also provides configurable, automated workflow for the planning, approval, implementation and management of changes to configuration items that result from what ITIL defines as “problems” and “incidents”.

“Change Manager differentiates itself from most other change management tools on the market by not requiring that relationships between configuration items be built before the system can be used,” says Dean Reid, IT Director at Compugen. “With Change Manager, relationships can be built on an ongoing basis, strengthening the asset dependency structure over time,” Reid explains.

Other Release 4.1 Highlights

In addition to the new Change Manager module, eMerge Release 4.1 brings new levels of functionality, usability and efficiency to all the other eMerge modules. Highlights include:

Request Manager – this module allows end users to submit purchase and service requests; major additions in this release improve workflow capabilities and configurability, and simplify administration;

Procurement Manager – this module provides complete e-procurement and order management, allowing the procurement team to improve the efficiency and reliability of IT purchasing; the new version features an increase in the size of the open product catalogue from 75,000 to more than 200,000 items, along with nightly pricing feeds from all vendors. For customers that purchase through Compugen, a new forecasting capability automatically communicates planned requirements to Compugen procurement;

Asset Manager – this module provides centralized deployment, efficient management and real-time tracking for all hardware and software assets assigned to departments, individuals or locations; a new feature in this release allows legacy asset data to be uploaded quickly and easily into Asset Manager; and the results of a query can be saved as a list that can be used for 'bulk' actions such as approval process changes;

Service Manager – this module permits service requests to be opened, triaged, dispatched, tracked, closed and reported on in accordance with ITIL-recommended service management processes; in Release 4.1, this module has been expanded to become a full Service Desk tool, with technician dispatch capability and the ability to search a problem/resolution database, which enhances service efficiency and allows the Service Desk to detect service call trends. For customers with on-site Compugen technicians, Service Manager users can now create Technical Assistance Requests for automated technician dispatch, without needing Service Desk involvement;

Lease Manager – this module provides process management for the complete lifecycle of leased assets, including lease documents, deployment, tracking, refurbishment, returns and reconciliation; in Release 4.1, support for [Compugen Finance Inc.](#), a new Compugen subsidiary company, has been added to existing support for IBM Global Finance, which automates the creation, submission and reconciliation of lease assets and documentation;

Device Manager – this module provides remote monitoring and alert management and intervention for intelligent network devices, including printers, copiers, servers and firewalls; new features in Release 4.1 such as support for shared consumables inventory, a new printer setup wizard and automated toner configuration simplify printer and consumables management and further reduce costs.

“By using eMerge to help us know exactly what we’re putting on people’s machines, we’re better able to control costs,” says Gerard Profiti, Manager, Client Technologies at The Dominion General Insurance Company. “We’re also seeing cost savings coming from not buying unnecessary software licenses.”

SaaS Model Speeds eMerge Deployment, Reduces Cost

eMerge is a fully hosted, Web-based application suite that is accessible by customers for a monthly subscription fee based on the software-as-a-service (SaaS) application delivery model. eMerge is accessible over the Internet via a standard Web browser running 128-bit SSL encryption, and interaction with eMerge occurs through a Web portal that is customized for each customer. With the SaaS model, eMerge allows customers to get their asset management initiative started quickly, with minimal setup costs and no ongoing maintenance effort or cost (*see our recent newsletter article [SaaS Set to Outpace Traditional, On-Premise Application Deployment](#)*).

“Because we manage eMerge centrally for all customers within our own datacentre, the application is always kept up to date with the latest in asset management functionality and best practices,” concludes Reid.

(See related Compugen newsletter article on [TCO reduction through improved asset management](#).)

About Compugen

Compugen has been providing practical, real-world IT infrastructure solutions since it was founded in 1981 by current President and CEO Harry Zarek. Today, Compugen's experienced team of IT professionals helps medium-size and large corporations and government agencies across Canada with enterprise-level solutions that optimize IT costs and leverage technology for better business results. Compugen offers a complete design-build-run-maintain lifecycle suite of professional IT services and is a top-level partner in Canada for Cisco, Citrix, Hewlett-Packard, IBM, Lenovo, Microsoft, VMware and other technology leaders. In 2007, Compugen was chosen by Microsoft as its [Worldwide Partner of the Year](#) in the Information Worker Solutions category for its office desktop deployment activity. Compugen was also selected as the winner of Microsoft Canada's [2007 IMPACT Award](#) in the Advanced Infrastructure category for innovative solutions that help customers optimize business performance.

Compugen's virtualization practice, bringing together the latest virtualization technologies from a broad range of partner manufacturers and helping businesses reduce their environmental impact through server consolidation as well as improving IT management, is described at [VirtualOne](#).

Complete information on Compugen and its lifecycle suite of IT services can be found at www.compugen.com.

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