

advance7 bulletin 41

ADVANCE KNOWLEDGE

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Special Offer on React®:

We will find root cause for just £8,750

From now until the end of January 2009, we are offering to determine the root cause of your IT problem for a fixed price. If you are experiencing a problem that is impacting your business, we guarantee to find the root cause for £8,750 or we will not charge you. Subject to Terms and Conditions.

[To find out more information click here.](#)

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The Cost of Downtime:

A practical guide - what's the real cost?

The financial cost of downtime is difficult to measure accurately and varies significantly between industry sectors; however a useful figure is quite easy to calculate.

[To go to our online calculator and view the whitepaper, click here.](#)

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Problem Management and Diagnosis:

Free Breakfast Seminar in London - 20th November.

Our Guest Speaker David Wheeldon will be presenting on the broader subject of Problem Management. David is one of the world's leading authorities on IT Service Management. He is joint author of the new ITIL v3 Service Operation book.

Advance7's Development Director, Paul Offord, will also be presenting on Problem Diagnosis. Paul is Chairman of the itSMF Problem Management Special Interest Group.

[To register to see the web presentation click here.](#)

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RPR[®] Training:

Get trained in our unique RPR[®] (Rapid Problem Resolution) Methodology)

A team that practices RPR[®] can dramatically cut the time taken to fix complex multi-platform IT problems. This course provides the necessary basic skills.

[To register for RPR Training, click here.](#)

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