MATTER OF FACT SOFTWARE

FOR IMMEDIATE RELEASE

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Press Release

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PLEXSPY TO BE MARKETED AND SUPPORTED BY MDI DATASYSTEMS INC. IN USA & CANADA

Matter of Fact Software announces a strategic partnership with **MDI DataSystems**. MDI DataSystems will provide sales, marketing and first line support for **Plexspy Application Status Monitor** in the USA and Canada.

PlexSpy will make managing CICS based mainframe applications easier, saving time in establishing the status of *named* cics application infrastructure. Business impacting incidents involving CICS applications will be resolved faster than ever before possible. Plexspy will also enable less experienced staff to participate in the management of the mainframe.

Worldwide, large businesses and organizations depend upon IBM mainframe technology running CICS to support their business critical systems and services. Maintaining and operating these systems optimally is essential as any downtime can be catastrophic for service.

Matter of Fact Software have, from long experience of supporting and managing such systems, noticed that there is room for improvement in the support processes used to manage these systems and services. PlexSpy Application Status Monitor was inspired by these experiences and designed to bring about the required improvements to the support processes.

By associating named business applications with the specific CICS infrastructure that underpins them, support staff are able to respond to service impacting incidents faster than ever before. With less time wasted in understanding the nature of problems, normal services will be resumed faster than previously possible.

In these challenging times, where budgets are under pressure and there are constant demands for the ITC department to 'do more with less', PlexSpy can play a part in helping to do just that. Using PlexSpy will allow less experienced support staff to play a bigger role in the support processes used to manage the IT infrastructure. This means that fewer calls will be made to the small group of technical specialists supporting CICS itself. At present most, if not all, operational issues will be referred to this group of people as its configuration can be complex and difficult to understand. Even they do not necessarily know what aspects of the system to investigate when named applications are said to be in trouble. PlexSpy will help them too.

PlexSpy is easy to use and provides specific answers to general questions. This makes it possible for the less technically experienced support staff to answer more of their own technical questions and so relieves the second level CICS support staff of that burden. At the click of a mouse button, the PlexSpy user will have instant real-time status information concerning the named application under investigation.

With its features and facilities and perspective on the application, PlexSpy is set to revolutionise the support processes surrounding mainframe CICS.

It is envisaged that PlexSpy will evolve over time to provide ever more useful functionality bringing further efficiencies and service improvements.

Our Managing Director, Mr Stephen Mitchell is available for interview. if you require further information, please contact him at stephen.mitchell@matteroffactsoftware.com.

More information about PlexSpy can be found at **www.PlexSpy.com**

About Matter of Fact Software

Matter of Fact Software was founded in 2008 to develop and bring to market innovative software products in the IBM Mainframe arena with a special focus on CICS.

Based in Scotland, Matter of Fact Software is a privately owned Company that writes and markets its own software.

About MDI DataSystems

MDI DataSystems was founded in 1997 to market and support innovative Mainframe Software Products and Services. Based in Raleigh, North Carolina, they support IBM zSeries sites in the USA and Canada.

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