

## Doe Run Shortens Downtime with iSolve Virtual Knowledge Manager

*Softlib's iSolve helps Doe Run Deliver the Right Solution at First Contact to IT Experts and Technology Users*

Tel Aviv , Israel, April 6, 2010—Softlib Software., a leading provider of Virtual Knowledge Management software for Web Self-Help, technical support centers and helpdesk teams, today announced that Doe Run, Inc., the largest integrated lead producer in the Western Hemisphere, has deployed SoftLib's iSolve software for its IT organization. iSolve now helps Doe Run IT staff locate the right solutions for technical incidents quickly and easily, thus improving time to resolution and reducing downtime substantially.

Doe Run's IT organization was looking to improve end user satisfaction and to reduce the time of experts supporting incidents. The solution of choice had to fit into their Information Technology Infrastructure Library's (ITIL) initiative and had to help the experts locate solutions in a variety of information sources – internal and external. iSolve intelligent search and Federated Knowledge Management capabilities helped Doe Run IT leverage home grown knowledge automatically while seamlessly integrating with existing systems such as their Service Desk system. This allows Doe Run's IT organization provide immediate service to knowledge workers while reducing escalations and saving experts time.

Doe Run selected iSolve due to its following unique capabilities:

- Leverage all internal information sources without moving them around (emails, CRM, service desk, portals...)
- Built in vendor information and relevant Web news groups and forums
- Intelligent natural language search with unique 'solution grouping' presentation
- Seamless integration with existing information sources and applications
- Deployment in less then a week

"In the tight economy of today it was imperative to invest in technology that will free up our team and provide immediate ROI. With iSolve we see the potential to achieve this by making knowledge that used to be hidden or hard to retrieve more accessible to the entire IT organization. This positively affects time to fix, increases user satisfaction and motivates us share more and better knowledge. iSolve was implemented in days and complemented our ITIL strategy", said Sharon Gietl, CIO, Doe Run.

"Softlib is honored that iSolve was selected by one of the Computerworld Premier 100 IT Leaders and a leading organization such as Doe Run. The market is anxious for solutions to boost expert productivity that have low cost of ownership and can be deployed quickly and easily. " said Boaz Grinvald, President of Softlib Software. "We are proud that Doe Run shares our vision."

### About Softlib

Softlib is a leading provider of Solution Identification software, enabling our customers to reduce costs substantially while improving service to end users and customers. We bring innovative solutions to the marketplace that revolutionizes the way technical support is delivered. Softlib products are used on thousands of computers worldwide. Among our customers are financial institutions, telecom companies, technology vendors and government agencies. SoftLib has offices in the USA, Belgium and Israel. For more information, please visit [www.softlibsw.com](http://www.softlibsw.com) or contact:

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### **About The Doe Run Company**

Based in St. Louis, The Doe Run Company is a privately held natural resources company and the largest integrated lead producer in the Western Hemisphere. Dedicated to environmentally responsible mineral and metal production, Doe Run operates one of the world's largest, single-site lead recycling facilities, located in Boss, Mo. The Doe Run Company and its subsidiaries deliver products and services necessary to provide power, protection and convenience. Doe Run has operations in Missouri, Washington and Arizona. For more information, visit <http://www.doerun.com>

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