

Extraordinary Service Desk Software created within the leading process improvement architecture

ICCM Professional Services Ltd. was originally established in the mid 1990's to provide consultancy services to organizations wishing to improve their Service Desk function. ICCM realized most solutions on the market did not offer the level of functionality being demanded by the industry. For that reason, other technologies were researched in order to deliver benefits over existing application vendors. ICCM identified Metastorm BPM® as an exciting process enabling technology that seamlessly delivers a high performing orchestration engine and web interface that ensures compliance and adherence to any underpinning process. This enabling technology incorporating ICCM's e-Service Desk truly transforms the way in which Service Management applications deliver value to a customer.

Today, ICCM's core objective is to provide revolutionary software and superior services to organizations aspiring to Best Practice Service Management. Rather than the legacy "application development" driven approach many vendors in the market have adopted, ICCM's forward-thinking approach blends their first-class Service Desk tool with the functionality of business technology in the form of Metastorm BPM®. This collaboration delivers unparalleled Service Management capabilities across all industries and business functions in almost every geographical region.



itSMF
Member

ICCM - Helping to carry the weight
of service management

The Company's value proposition to customers is four-fold:

ACCELERATED ROI

ICCM's e-Service Desk enables more 'out of the box' capabilities, more efficiently and effectively than our competitors. Many vendors sell solutions at a loss, profiting from recurring services, maintenance, and upgrade costs. At ICCM, we believe customers who wish to be self-sufficient should have the tools to do so. Furthermore, we believe scalability and a solutions' ability to grow and adapt with your business is essential to any investment. e-Service Desk's BPM platform was developed for scalability and flexibility and does not have the limitations of application driven technology.

PROCESS LED TECHNOLOGY

ICCM's e-Service Desk tool, coupled with the business process functionality of Metastorm's BPM® solution, delivers a radically different approach to Service Management. By developing its technology from the process up around the ITIL® framework, ICCM's solutions allow customers to tailor processes around their company's actual needs, giving better value and ensuring a smooth implementation into any environment.

FLEXIBILITY

Working with ICCM, our customers experience flexibility unprecedented by the competition. Because of its BPM foundation, our solution easily integrates into existing software but also has the ability to evolve for future environments. Additionally, our flexible pricing modules allow companies of all dimensions to find a pricing structure that suits their needs, whether that be Process, Named, Concurrent or Role Specific. Our flexibility goes further still. Being 100% web-based allows full access for remote working service teams, including wireless PDA's and Blackberry® devices. Our self-service portal gives customers a window into the status of their service request any time or place.

SERVICE & SUPPORT

ICCM thrives on a culture that provides outstanding service and support to our customers. We deliver on this commitment from initial deployment through to everyday operation. Our ITIL® Best Practice Consultants deploy your software and are readily available to offer their acute technical knowledge and broad experience to your Service Management Program. In addition, we encourage an active user group community by providing regular user group sessions, customer days, and forums. We rely heavily on input from our customers, enabling us to align customer feedback to our product road map. We also believe our customers are entitled to service and support when they need it. Our global support network and our extended support hours allow us to offer assistance around each customer's schedule.





e-Service Desk is a radically different business solution for IT Service Management, offering both the Service Desk function as well as business process technology in the form of Metastorm BPM®. e-Service Desk has 33 modules and processes available and is industry recognised as a highly flexible and transferable Service Management solution that can be implemented extremely easily, with minimal disruption to an organisation's working practices. e-Service Desk is suitable for any organisation that seeks to provide an outstanding level of support service.

e-Service Desk Standard Modules

Incident Management	Task Management
Problem Management	Service Catalogue (Includes SLM, SPM)
Knowledge Management	Survey Management
Request & Service Fulfilment	Enquiry Management
Change Management	Reporting Suite
Release & Deployment Management	Workdesk
Configuration Management	Loan Pool Booking
Major Incident Management	WebParts Interface
Resource Management	Mail Server



e-Service Desk Enhanced offers all the benefits of e-Service Desk with additional components that can enable organisations to peruse the more detailed and complex aspects of the ITIL® v3 frameworks in order to provide a true end to end approach within Service Management.

All of the Standard e-Service Desk Modules Plus:

Access Management	Information Security Management
Availability Management	IT Service Continuity Management
Capacity Management	Continual Service Improvement
Event Management	Supplier Management
Financial Management	Visual Service Desk



e-Portal is a highly adaptable, browser-based application that can be effortlessly integrated into an organisation's intranet or web site. This provides employees and customers the ability to quickly and effectively log and update Incidents as well as providing a window into the status of a Service Request at anytime or place. Additionally, e-Portal makes available the ability to perform surveys, approve requests, and access the knowledge base. By utilising the underlying BPM architecture it's also possible to develop and integrate specific portal processes such as new employee and new PC request.



e-mobile allows full access for remote working service teams, including wireless PDA's and Blackberry® devices. e-Mobile is installed over the air from the central server onto the BlackBerry® devices and runs on a fixed data tariff significantly reducing ongoing costs when compared to similar SMS solutions.



e-Asset allows server based discovery of all networked IP devices, providing a repository of assets that can form the basis of the CMDB. The e-Asset repository directly links to Incident Management, Problem Management, Request Management and Change Management. e-Asset provides complete information on hardware, installed software, network details, disk drive details, environment settings, services and user profiles.



e-Knowledge Enhanced is for customers needing enhanced Knowledge Management capabilities or a KCS certified Knowledge solution. It enables employees, particularly those working in customer facing environments to access knowledge on demand. This means you get accurate knowledge precisely when you want it so you don't need to raise a call to a Service Desk or an expert elsewhere in the business.

Industry Sector: ICCM service customers across a wide range of industries including:

- ✓ Financial Services and Insurance
- ✓ Manufacturing
- ✓ Pharmaceutical
- ✓ Building
- ✓ Retail
- ✓ Public Sector and Government
- ✓ Business Services
- ✓ Legal and Professional Services
- ✓ Technology
- ✓ Education

Services include:

- ✓ Service Management Software
- ✓ Business Process Management
- ✓ Training
- ✓ Consultancy

Credentials

- ✓ Over 20 Years IT Experience
- ✓ PinkVerify™ Service Support
- ✓ Enhanced ITIL® and ISO 20000 Frameworks
- ✓ Fully Qualified Technicians
- ✓ Industry Recognition
- ✓ Metastorm BPM® Partner

Why e-Service Desk:

✓ IT Service Desk teams are able to utilize e-Service Desk's intuitive interface for data input and management of a call. e-Service Desk eliminates redundant work, saving time and reducing the complexity of the task. This reduces an organization's operating cost.

✓ e-Service Desk can be deployed significantly quicker than other software. It is an "out of the box" solution that can be maintained and upgraded internally. Furthermore, it is able to evolve with an organization's needs.

✓ Customers can very quickly integrate ICCM's e-Service Desk application to take advantage of a true enterprise-wide Service Management solution and gain greater agility and control in developing customer-centric service processes regardless of industry.

✓ e-Service Desk is built around the ITIL® framework and offers full visibility, traceability, timing and most important of all accountability of every action, escalation or task performed at any stage within the relevant ITIL® processes.