

Miller Valentine Group: IT Service Management Realizing True ROI

US Organizations are spending millions of dollars on IT Service Management, yet demonstrating a return on investment is proving a challenge. Ask any Vice President and their resounding response will be ‘because most IT people don’t think or act as business people’. If they understood the business as much as they understand the technology then ‘we’ would be able to run, grow and transform the business.

IT Service Management

Miller Valentine Group recently appointed ICCM Solutions to provide an advanced IT Service Management Solution based upon Business Process Management (BPM) Architecture. Michael Gutman, Vice President of Information Technology & Information Services at Miller Valentine, a full service Real Estate organization, comments on the challenges of delivering good quality IT Service Management, delivering ROI and the appointment of ICCM:

“As an IT leader it has been historically very difficult for me to give the business an accurate view of IT spend and relating this to the running of the IT infrastructure. In order for us to do this we’ve had to radically change our service offering to the business by moving from a traditional IT funding model, of head count budget allocation, to a paid for service delivery model from each of the business units we support.

True IT Costs

“Our IT department is now funded by the services we offer rather than a budget we’re allocated annually. This forces hidden IT support costs within the business unit to become visible to the whole organization. The subscription-based charge back system allows business unit leaders to identify cost-saving opportunities and to provide cost justification on any new IT outlay. With ICCM we can now realize the importance of building our business around its needs, rather than building the business around an IT vendor.

In discussing the appointment of ICCM, Gutman further adds: “We’d been searching for some time for a company that understood both service management and the needs of the mid-market to support our commodity approach to information technology services. Finding ICCM was a goldmine on both points, and has given us a platform that will allow our services model to mature to the next level.”

Turnkey Technology

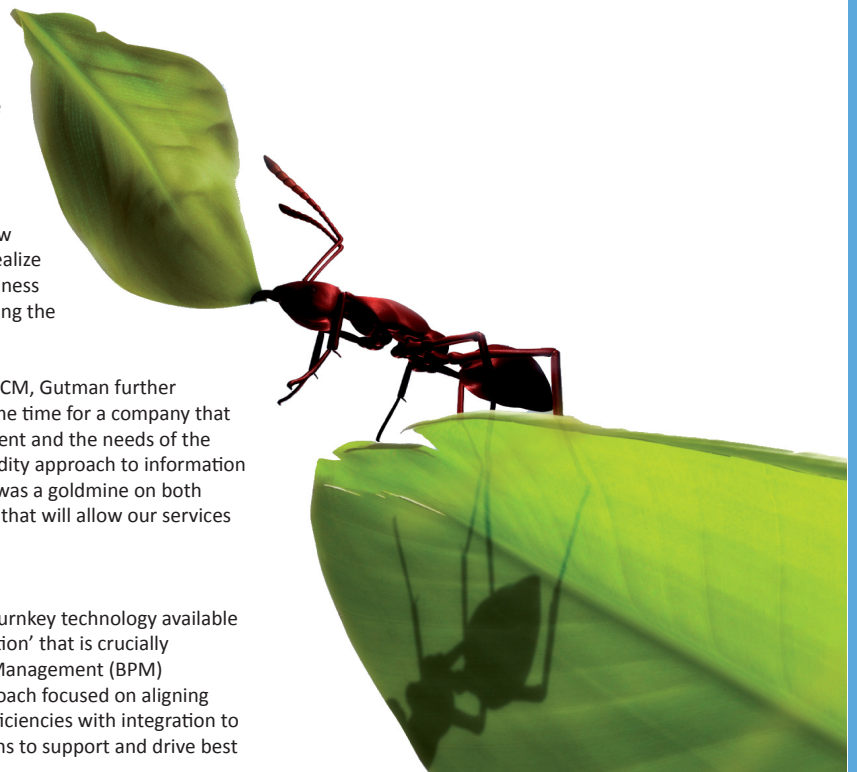
ICCM’s e-Service Desk is a flexible turnkey technology available as a ‘Commercial off the Shelf Solution’ that is crucially underpinned by Business Process Management (BPM) architecture – a management approach focused on aligning organizational effectiveness and efficiencies with integration to technology. This allows organizations to support and drive best

practice behaviors to performance indicators and requirements, in turn driving efficiencies in the management of the IT infrastructure assets and support functions.

Flexibility

The flexibility of the BPM architecture offered by ICCM Solutions was also the key influencing factor in the appointment of ICCM by Miller Valentine.

“Miller Valentine is a clear IT visionary and represent an emerging trend of moving beyond the status quo of traditional Service Management Solutions by linking business processes to Service Desk delivery for IT asset management” states James Gay, CEO at ICCM. “Over the past few years’ I’ve been told by many CIO’s that their current Service Desk solutions are failing them because they cannot economically support the business processes and services required. The appointment of ICCM to Miller Valentine in North America represents a clear demonstration of the value of BPM and the value ICCM brings to the progressive vision of these organizations.”



About Miller Valentine:

Miller Valentine Group (MVG), founded in 1963, develops real estate in the Midwest and Southeast regions of the country, with offices in Dayton and Cincinnati, Ohio, and Columbia, South Carolina. MVG offers total real estate solutions in the areas of design/build construction, development, management, and financing for both commercial and residential markets. In addition, MVG provides renovation, brokerage and leasing services for commercial markets. Collectively, MVG's divisions provide customers with more than 50 million square feet of commercial space and approximately 10,000 residential housing units.

MVG offers a wide range of commercial products, including office, retail, lodging, healthcare, manufacturing and distribution facilities. Included are an equally wide range of residential products, including multi-family, single family, active adult, and military housing throughout the Midwest and MidAtlantic regions.

The National Association of Industrial and Office Properties awarded MVG the prestigious national "Developer of the Year Award". In addition, Miller-Valentine Construction was awarded the Occupational Safety and Health Administration's Voluntary Protection Program "STAR" designation, making MVG the first general contractor to receive this designation on a statewide level.

www.mvg.com

About ICCM Solutions:

One of the overriding directives of ICCM Solutions is the simplification of complexity in Service Management environments. Founded in 1998 ICCM provides a global client base with sophisticated ITIL compliant Service Management Solutions built on Business Process Management (BPM) Architecture, from Metastorm BPM®.

The BPM platform provides ICCM clients the opportunities to implement and deliver successful technology strategies to ensure the collaboration between the business and IT – ultimately reaping the rewards of business innovation and competitive advantage.

ICCM's software allows organisations to support and drive best practice, via a turnkey technology, and is available as a 'Commercial off the Shelf' Solution. ICCM Solutions was named a Gartner 'Cool' Vendor in 2010.

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