



## **CBTS Announces Partnership with ICCM Solutions** *ICCM to provide software using cloud-computing resources of CBTS*

CINCINNATI – September 17<sup>th</sup>, 2009 - CBTS, the technology solutions division of Cincinnati Bell Inc. (NYSE: CBB) and a leading provider of data center and managed services, today announced a strategic partnership with ICCM Solutions, a globally recognized IT Service Management software supplier. Utilizing the leading-edge data center resources of CBTS, ICCM will begin offering its ITIL<sup>®</sup> aligned Service Desk and Business Process Management technology in a Software-As-A-Service (SaaS) model.

“This partnership is an exciting development for both companies,” said John Burns, President of CBTS. “CBTS data center infrastructure is the perfect foundation to host ICCM’s best-in-class IT Service Management and Business Process software. We look forward to working with ICCM. The partnership will help us provide a more robust portfolio of managed IT services to help current and prospective customers gain internal efficiencies and reduce capital requirements.”

According to John Clark, President of ICCM US, e-Service Desk Live represents an extraordinarily new and different approach to virtualized Business and IT Service Management. “ICCM’s e-Service Desk already represents one of the most extensive, yet most flexible and easily implemented IT Service Management software solutions on the market. We are now able to provide our customers with numerous licensing and service model options to quickly and effectively orchestrate their IT Service Management processes without all of the upfront cost and effort. It’s now simply the most effective, flexible and capable solution on the market.”

CBTS data center resources include five Tier 3 locations and five Tier 1 and 2 sites. CBTS data centers have full network and power redundancy. For more information about CBTS please call +1 866 355 CBTS.

For more information on ICCM Solutions please contact Kate Colclough at [kate.colclough@iccm.co.uk](mailto:kate.colclough@iccm.co.uk) or +44 (0) 1666 828 6000.

### **About CBTS**

A division of Cincinnati Bell Inc., CBTS combines the data networking capabilities of Cincinnati Bell with next-generation managed services that provide companies with flexible solutions for end-to-end IT deployment. The CBTS business model can help organizations increase productivity and operational efficiency while reducing costs and risks through solutions that focus on business continuance, compliance, security, and technology infrastructure. For more information, visit [www.cincinnati-bell.com/cbts](http://www.cincinnati-bell.com/cbts).

### **About ICCM**

*Extraordinary Service Desk Software created within the Leading Process Improvement Architecture*

ICCM's core objective is to provide revolutionary software and superior services to organisations aspiring to Best Practice Service Management. Rather than the legacy “application development” driven approach that 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<sup>®</sup>. This collaboration delivers unparalleled Service Management capabilities across all industries and business functions in almost every geographical region. For more information, visit [www.iccm.co.uk](http://www.iccm.co.uk).

## About Cincinnati Bell

With headquarters in Cincinnati, Ohio, Cincinnati Bell (NYSE: CBB) provides integrated communications solutions--including local, long distance, data, Internet, and wireless services--that help keep residential and business customers in Greater Cincinnati and Dayton connected with each other and with the world.

In addition, businesses ranging in size from start-up companies to large enterprises turn to Cincinnati Bell for efficient, scalable office communications systems as well as complex information technology solutions including data center and managed services. Cincinnati Bell conducts its operations through three business segments: Wireline, Wireless, and Technology Solutions. For more information, visit [www.cincinnati-bell.com](http://www.cincinnati-bell.com).