

## **ICCM Solutions strengthens global partner network with G2G3**

**London, August 14, 2009**

ICCM Solutions, a globally recognized provider of ITIL Service Management software and services, today announced an exciting new partnership with G2G3 ([www.g2g3.com](http://www.g2g3.com)), the leading provider of simulations and immersive readiness programs.

ICCM Solutions ([www.iccm.co.uk](http://www.iccm.co.uk)) will license G2G3's Polestar ITSM simulation to add value to its comprehensive ITIL-based product and service portfolio.

Polestar ITSM from G2G3 is energetic and fun way to accelerate understanding, involvement, and acceptance of ITSM and ITIL V3 best practice in any organization. Facilitated in a familiar high technology scenario, Polestar ITSM brings to life the behavioral and process issues faced by IT organizations. This unique experiential learning approach causes breakthrough understanding of ITSM and ITIL V3 best practice and transforms learning into an engaging, fun, and highly memorable shared experience. Polestar ITSM was the world's first ITIL simulation to be based around the latest version of the Service Management best practice framework, the IT Infrastructure library (ITIL) Version 3.

ICCM Solutions provides revolutionary software and superior services to organizations 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 process management in the form of Metastorm BPM®. This collaboration delivers unparalleled Service Management capabilities across all industries and business functions in almost every geographical region.

Mark Ross Sutherland, CEO at G2G3 commented: "We are delighted to welcome ICCM solutions to our global partner community. Simulations have become a powerful tool in creating breakthrough understanding around the benefits of ITIL Service Management across the entire business. We are confident that ICCM solutions will be able to leverage the Polestar simulation to demonstrate the irresistible value proposition of their market-leading solutions portfolio."

James Gay, Director at ICCM Solutions commented: "We're very pleased to be able to expand our service offering even further with the addition of the G2G3 simulation program. Both our existing and future customers are already experiencing the benefits of the training to gain a greater understanding and acceptance of Service Management concepts such as ITIL V3. The program brings to life the Service Management, cultural and process issues faced by organizations and encourages strategic partnership between IT and the business"

ICCM's customer, Endsleigh Insurance Services Limited, took part in one of the simulation days and Lynn Cargill, Change Manager comments: "The Simulation day was a very useful day and really made me think about many processes which underpin the whole ITSM. Quite apart from the content, it was a good fun day."

For more information on G2G3's products and services please contact Linda King at [lk@g2g3.com](mailto:lk@g2g3.com) or +44 (0) 131 461 3333.

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.