



## ICCM launches e-Service Desk 10.0

*IT Service Management company, ICCM Solutions, launches their new version of e-Service Desk 10.0, utilising Microsoft Silverlight™ and Web Part Technology to deliver rich browser application content alongside unrivalled scalability to, once more, push the innovation envelope in the ITSM market place.*

**London, UK, April 28<sup>th</sup>, 2009** - ICCM Solutions, providers of globally-recognised Service Management software solutions and services, today announces the launch of their latest product offering, which will enable companies to deploy the latest version of e-Service Desk, 10.0. This most recent version will maintain a full round-trip of ITIL® strategy and business alignment, whilst also delivering exciting and innovative applications, thereby cementing their position as a pioneer in the IT Service Management arena.

ICCM's latest version of e-Service Desk will provide customers with a new look and feel to the customer portal module that transforms the traditional employee self service interface by utilising a shopping cart experience for the selection of service requests, services and products from an online store. This new feature will completely change the shop window of IT and service provision and, in doing so, it will elevate the perception of IT or the service provider within the customer community.

Moreover, the customer community can configure their own portal interface (via Web Parts technology) by dragging and dropping their most commonly used components within their portal, thereby creating a unique experience tailored to their own needs. Other features contained within the new portal include: custom graphics; allowing ICCM customers to personalise the branding of their portal for their own customers, on a customer by customer basis if required, alongside language localisation, as well as cross-browser support for Internet Explorer 6, 7 & 8, Safari® and Firefox®.

James Gay, ICCM's Sales Director, "e-Service Desk 10.0 delivers on our promise to leverage emerging technologies, which we've done with Web Part technology in our new customer portal module as well as developing a Visual Service Desk application (v-SD) entirely with Microsoft Silverlight™. v-SD provides visualisation of the CMDB by drawing the relationships and dependencies of configuration items from both a physical and logical perspective, with a capability to manage up to 10 million configuration items. This provides our customers with the ability to perform impact analysis and visually understand the CMDB within their organisations to improve their Change, Problem, Incident and Release Management processes."

Furthermore, with the latest version of e-Service Desk, ICCM has developed and migrated their standard report suite, consisting of 100 reports and business models to a Microsoft SSRS platform. This provides management with a consistent route from which to extract management information and KPI's, both predefined and ad-hoc.

Many of ICCM's far reaching client base including: BBC Worldwide, Qualcomm, DHL, The British Transport Police and Admiral Group PLC, have already benefited from deploying ICCM's IT Service Management solution, which offers a range of 33 modules and ITIL® Best Practice processes 'Out of the Box.' This supplies ICCM's customers with a highly transferable Service Management solution that enables an organisation to deploy ITIL® Best Practice in a matter of weeks as opposed to months, or in some cases years.

### **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®. This collaboration delivers unparalleled Service Management capabilities across all industries and business functions in almost every geographical region.

**For more information:**

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