



ICCM is Awarded Highest Level ITIL® Endorsement from the OGC - The Official Approvers for ITIL® Compliance

London, November 9th, 2009 – ICCM Solutions today announced that their globally recognised IT Service Management software, e-Service Desk have been awarded the premier 'Gold' Level Certification from the United Kingdom's Office of Government Commerce (OGC) for ITIL® Compliance.

The OGC recently launched their ITIL® Software Scheme in partnership with the APM Group, as a means of endorsing ITIL® based tools and to enable the endorsed tool to hold a valid Trade Mark License and use the Process Compliant badge. ICCM is now one of the few IT Service Management companies to achieve such a high standard of accreditation, further cementing their position as a pioneer in the IT Service Management arena.

James Gay, Director, Sales & Marketing for ICCM explained: "To obtain certification, ICCM's e-Service Desk was evaluated against individual core criteria for each process. We are rightly proud that our customers can rest assured knowing that they have invested in an IT Service Management solution that has met the criteria set out by the creators of the ITIL® framework."

Many of ICCM's far reaching customer base including: Tesco, BBC Worldwide, Qualcomm, DHL, The British Transport Police and Admiral Group PLC, have already benefited from deploying ICCM's ITIL® compliant IT Service Management solution, which offers a range of 33 modules and ITIL® Best Practice processes 'Out of the Box.'

ITIL® is the Information Technology Infrastructure Library (ITIL®) that was created by the Office of Government Commerce in the mid 1980's and is regarded the world over as the best practice framework for the development of well-managed IT systems. ITIL's® main objective is to align the business's objectives and strategy with Information Technology.

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 ITIL® aligned 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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