

ICCM improves time to recruit at Poole Hospital

London, UK, September 11th, 2009 – Poole Hospital NHS Foundation Trust has extended their partnership with ICCM Solutions, a globally recognised Service Management solutions provider, by utilising the ICCM software to manage their internal recruitment process. In doing so, improving the time to recruit and simplifying the process for all staffing stakeholders.

According to Mandy Sullivan, HR Services Development Manager at Poole Hospital, “After reviewing our recruitment processes at Poole Hospital, our challenge was to identify how to introduce changes to our practices that would ultimately enable us to manage the recruitment processes more effectively.” Mandy Sullivan continues: “It was a logical option for us to work with ICCM and extend our use of their software as they already supply our IT department with a Helpdesk/Service Desk tool that’s built upon a Business Process Management Platform. The main benefit to this type of software platform is that it can be rolled out to other aspects of the business, which is what we’ve done in this instance with the development of our new recruitment process.”

“ICCM is very impressed with the way in which the Poole Hospital team has embraced the benefits of our software. They are a great example of how our software can be used to improve processes across an entire organisation, and not just to improve IT practices. We look forward to working with Poole Hospital as they develop additional processes to streamline operations even further,” says James Gay, ICCM’s Sales Director.

“With this new process in place, we believe we will experience a significant reduction in the time to recruit, predominantly because we’re now able to remove the bottlenecks that would otherwise delay prompt hire of the best talent. In addition, we’re able to support every department within the Trust with their recruitment needs via a centralised hub that provides visibility to all internal stakeholders in the recruitment chain,” comments Mandy Sullivan.

ABOUT POOLE HOSPITAL NHS TRUST

Poole Hospital mainly serves the 272,000 people living in Poole, East Dorset and Purbeck. It is the major trauma centre for East Dorset and provides a broad range of district hospital care and a number of core services - ear, nose & throat, child health and maternity - for a wider catchment area, including Bournemouth and Christchurch. The hospital also provides specialist services, such as oral surgery and neurological care, for the whole of Dorset and is the Cancer Centre for Dorset.

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



Helpdesk/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.

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