



## **ICCM beats world leaders in the Service Management arena with huge growth.**

**London, UK, July 17th, 2009** – ICCM Solutions, a globally recognised Service Management software provider, demonstrates significant growth, beating world leaders in the Service Management field with huge expansion in this economic downturn. In response to this growth, ICCM's will be moving to larger office space in July 2009. This new office will accommodate both ICCM's immediate and future expansion plans.

According to James Gay, Sales & Marketing Director at ICCM, "We're very pleased to report that with the continued year on year growth of the company and, following our expansion into the Americas market last year, ICCM has seen further expansion leading to our relocation into our new office space this week." James continues: "As organisations look to invest in ICCM's software solutions to provide long-term value, we're not seeing the current downturn being experienced in the IT Service Management field, which put us in a great position where we're one of the few companies actively recruiting."

Jason Gardiner, ICCM's Technical Director Comments: "Companies are looking for a solution that offers great Return on Investment and also solutions that do not require a huge amount of effort to tailor to their requirements and maintain." Jason continues: "We are extremely well positioned with respect to these two areas as firstly, the underlying architecture is not that of a traditional ITSM provider, it is a Business Process Management (BPM) platform that allows the product to be extended outside of IT to provide a common application for fulfilment of other needs. Secondly, e-Service Desk encompassing all of the ITIL® V3 modules can be installed and configured in a matter of days not months and can be supported internally without the need for external consultants and typically with part-time internal resource,"

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.

### **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.

#### **For more information:**

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