



Tesco Selects ICCM to Enhance Global IT Service Management Infrastructure

London, November 9th, 2009 – ICCM Solutions today announced that Tesco PLC, the largest British retailer and the world's third largest retailer, has chosen ICCM's e-Service Desk to help align their Global IT infrastructure and improve IT Customer Services.

ICCM's globally recognised IT Service Management software, e-Service Desk will provide Tesco with an ITIL® aligned Service Desk to support its employees working across all of their locations in 14 countries.

Nick Folkes Director for IT Operations and Infrastructure at Tesco PLC commented; "My primary objective is to deliver IT that works every day. What we really like about ICCM's e-Service Desk is its ability to immediately react to IT issues, ensuring minimised disruption to the organisation and our customers. Furthermore, it also allows us to proactively manage IT systems by identifying patterns of IT issues that may be unforeseeable to our Service Desk Agents. Once identified, we're able to issue corrective actions to resolve problems before they snowball into major issues, which is an immense benefit to Tesco."

James Gay, Director, Sales & Marketing for ICCM explained; "ICCM has recorded some monumental new sales this year and the accolade that comes with investment into our product from Tesco's and many other global brands, makes us very proud. Following the example of such an iconic company, it's time for other companies to adopt the same progressive approach to their Service Management initiative. Our revolutionary process based solution offers improvements in returns and efficiencies that are leaps ahead of technology offered by other stock vendors, which is exactly why Tesco's has selected us."

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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