



ICCM is Chosen by West Midlands Police to Help Them Meet the ISS4PS Directive

London, November 20th, 2009 – ICCM Solutions today announced that West Midlands Police, the second largest police force in the country, has selected ICCM's globally recognised Service Desk tool to manage their IT systems in accordance with the 'The National Policing Improvement Agency's' (NPIA) ISS4PS directive. This new directive involves the implementation of ITIL® best practices to allow IT departments to deliver business aligned services.

Fred Tracey, Customer Services Manager for ICT Services at West Midlands Police commented; "Our aim is to leverage this new directive to improve our IT services to our customers and to enable us to align IT to the overall business objectives. In addition it will also assist in our efforts to align our working practices to other police forces around the UK in order to share information more efficiently. ICCM has the expertise to take this challenge on with us. Helping us to understand the processes we need to implement to adhere to this new directive, which has made the whole experience a lot less daunting."

James Gay, Director, Sales & Marketing for ICCM explained: "As a company, we've worked hard to understand the unique challenges faced by many of the UK police agencies, which we've been able to do working closely with our other police customers, including; The British Transport Police and Dyfed Powys Police to name a few. We're really pleased that our experience in this field has been visible and of benefit to West Midlands Police. We look forward to providing continued support to them as we build on matching the needs of the organisation with the capabilities of our 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 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.

About West Midlands Police

West Midlands Police is the second largest police force in the country, covering an area of 348 square miles and serving a population of almost 2.6 million. The region sits at the very heart of the country and covers the three major centres of Birmingham, Coventry and Wolverhampton. It also includes the busy and thriving districts of Sandwell, Walsall, Solihull and Dudley. Leisure, retail and conference amenities, together with Premiership and Championship football teams, attract millions of visitors annually. The West Midlands is an area rich in diversity, with 18 per cent of its population from ethnic minority backgrounds. An average of 170,000 motorists travel through the region daily, making its motorways some of the busiest in Europe.

Against this backdrop, the force deals with more than 2,000 emergency calls for help every day, as well as patrolling the streets and responding to incidents 24-hours-a-day, seven days a week.

For more information:

Kate Colclough

Marketing Manager

ICCM Solutions

Tel: + 44 (0) 1666 828600

Email: kate.colclough@iccm.co.uk

Web: www.iccm.co.uk