

ICCM wins Service Desk contract with Cadarn Housing Group

London, UK, February 3rd, 2009 – Leading Welsh Housing Association has selected ICCM's Service Management software to support its use of ITIL® best practice processes. After conducting a full market assessment, Cadarn opted for ICCM's e-Service Desk for its cost benefits, full ITIL® alignment, flexibility and ease of implementation.

According to Richard Troote, Head of Information Services at Cadarn, "We provide IT support to a number of Supporting People organisations in Wales and throughout the UK who use our SPriNT software system (www.mysprint.org.uk). Its imperative we lead by example for IT best practice for our customers to communicate effectively and raise and log problems with us. Simply put, ICCM meets all our requirements and provides best value for money for the depth of functionality we require. Using e-Service Desk we are able to introduce best practice processes quickly and with little disruption to the organisation".

"We are thrilled that Cadarn has selected ICCM to supply their Service Desk. We support a number of housing associations and we believe we can empathise with the challenges faced within this industry and this has just reinforced our belief. It's been a delight working with Cadarn on this project as they've had very clear objectives from the start, which has enabled the project to progress at a swift pace," commented, James Gay, Director, Sales & Marketing for ICCM.

Once the installation of e-Service Desk is complete, Troote will be looking to go live with Incident Management and Problem Management with the intention to launch Service Catalogue within in the immediate future.

ABOUT THE CADARN HOUSING GROUP

The Cadarn Housing Group is a leading housing organisation in Wales and provides over 2,500 affordable homes through its landlord subsidiary Newydd Housing Association. The Group has a twenty four year track record and works across 10 local authority areas in Wales as well as providing IT services throughout the UK.

Cadarn Information Services Helpdesk

Cadarn Information Services department specialise in support Housing Associations, voluntary and housing related organisations with all their IT needs. Cadarn's team of IS support officers provides IT support services for many organisations throughout the UK. Cadarn are able to offer both hardware and software piece of mind at an affordable cost.

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 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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