

**IT Service Management software provider, ICCM Solutions, lead by example after receiving top service rating from its customers**

**London, UK, February 24<sup>th</sup>, 2009** – ICCM Solutions, an industry recognised Service Management software, consultancy and training company receives top customer service rating from their customer. After conducting a survey across their entire global client base, ICCM concludes that their approach to customer service is running effectively.

ICCM's Customer Service Director, Simon Kent comments: "I am delighted that the work of ICCM's Service Desk has been recognised in this way. We have an excellent team of Service Desk Agents who work incredibly hard to deliver consistently good customer service and it is great to see their dedication and hard work rewarded. It demonstrates to us that we practice what we preach, as far as ICCM being qualified to assist our customers with improving their service levels to their customers.

"One of the most refreshing aspects of dealing with ICCM has been how smooth the process has been and how the team is always available, approachable and friendly should you need anything," comments, Hamish Ross, ICT Technician for NSHousing

Brian Hunter, Systems Support Manager at Baillie Gifford feels that "ICCM personnel, without exception, appear to be knowledgeable about the product, enthusiastic about their company and keen to understand how e-Service Desk can help in our business."

ICCM intends to maintain meeting a key company objective of continual service improvement, by implementing a number of different customer service initiatives over the coming year, including a new look customer portal based on Microsoft web part and Silverlight® technologies that will replace the existing offering allowing customers to track their entire transaction history from incidents through to enhancement requests alongside online surveys and purchasing. "I'm very excited about the new portal and the ability to deliver new and existing services through this medium, defining ICCM's position as leader in customer service provision in the ITSM software industry," says Kent.

**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.

**For more information:**

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