

PRODUCT:
e-Service Desk Enhanced

- COMPONENTS:**
- Access Management
 - Availability Management
 - Capacity Management
 - Event Management
 - Financial Management
 - Information Security
 - ITSCM
 - Service Portfolio
 - Supplier Management
 - Reporting Suite

- FEATURES INCLUDE:**
- Service Catalog Integration
 - Service Availability
 - CI Availability
 - Set Availability Targets
 - Set Reliability Targets
 - Set Maintainability Targets
 - Resiliency Assessment
 - Availability Monitoring
 - MTBSI Monitoring
 - MTBI Monitoring
 - MTRS Monitoring
 - Full Audit Trail

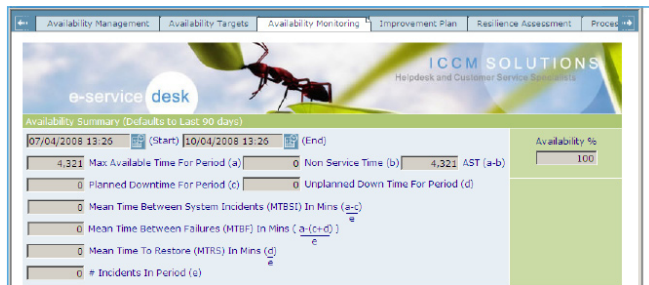
- CREDENTIALS**
- PinkVerify™ Service Support Enhanced
 - ITIL® and ISO 20000
 - Industry qualified staff
 - Industry Recognition
 - Metastorm BPM® Partner

AVAILABILITY MANAGEMENT

ICCM e-Service Desk's Availability Management component allows you to provide a point of focus for all availability related issues relating to your Services or Configuration Items.

Measuring against your targets ensures that the level of service availability delivered for your Services and CI's matches or even exceeds the needs of the business.

Management Information in-built into e-Service Desk allows you to publish Availability metrics to the business, if required, promoting the services you provide.



Service Catalog Integration

Integration with the Service catalog and Incidents that have been logged against each Service Catalog item are the core metrics that are used to calculate each Services Availability.

Within the Service Catalog the Availability Management Plan can then be accessed if required.

Component/CI Availability

The Availability component within e-SD also integrates with Configuration Items within the CMDB allowing Availability targets to be set against individual CI's and also allows more accurate Availability targets to be set against Services made up of these components.



About ICCM

ICCM is a Service Management specialist delivering technology solutions, consultancy and training to a diverse range of UK, European and Global SME organisations. ICCM was established in the late 1990's with a core objective of providing innovative, high quality software and services to organisations aspiring to Best Practice Service Management.

Unrivalled Service Management Technology

The ICCM e-Service Desk technology platform is recognised as one of the market leaders due to the combination of its consistent levels of functionality and flexibility and an ethical implementation ethos that recognises the significance of aligning people and processes with technology. Underpinned with industry leading Business Process Management (BPM) software from Metastorm, e-Service Desk is a certified toolset by Pink Elephant through its PinkVerify™ program.

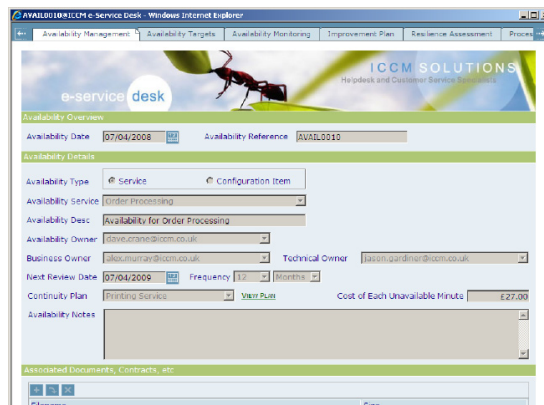
The suite is designed to provide a simple and easy to use interface that is intuitive for users whilst providing extensive functionality to deliver a technically advanced solution. e-Service Desk provides an off-the-shelf yet easily customisable solution that will meet the need of virtually any organisation.

MTBSI/MTBI/MTRS Monitoring

With the seamless integration with Incident Management MTBSI. MTBI and MTRS monitoring occurs automatically ensuring that Availability figures are kept up to date and also alerting the Availability Manager of possible breaches of Availability SLA's.

Availability can also be reporting on manually between specific timeframes if one of reports are required.

"A reference visit to Stirling council was a positive experience, confirming that e-Service Desk is a powerful and cost effective service management system."



Want to know more?

For more information on ICCM call +44 (0) 1666 828600 or e-mail info@iccm.co.uk

