



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:**
- CMDB Integration
 - Monitoring Tools Integration
 - Event Rules
 - Alert Rules
 - Automated Events
 - Automated Acceptance
 - Information Audits
 - Success Audits
 - Warning & Failure Audits
 - Exception Handling
 - Incident Integration
 - Problem Integration
 - Change Integration
 - Auto Assignment

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

EVENT MANAGEMENT

Integrating with your system monitoring tools, ICCM e-Service Desk gives you the ability to detect events, make sense of them, and determine appropriate action through the Event Management component.

Events can be programmed to communicate operational information, create warnings and exceptions and can also automate routine Service Operation or Transition activities such as creating Incident, Problem or Change tickets depending on the Event rules you specify.



Events can be triggered from a wide range of system monitoring tools leveraging SNMP traps through ICCM's e-Service Desk standard integration wizards. (as well as the ability to manually create Events). Automating your system monitoring aligned with Service Management will assist you in providing an improved quality of service to your organisation through proactive Problem Management and Capacity Management.

Once an Event has been triggered e-Service Desk can automatically route the Event ticket to the appropriate operations team ensuring the correct people are handling the Event with minimal or no delay.

Instant Alerts can also be configured so that key staff get instantly notified when key Events occur.



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.

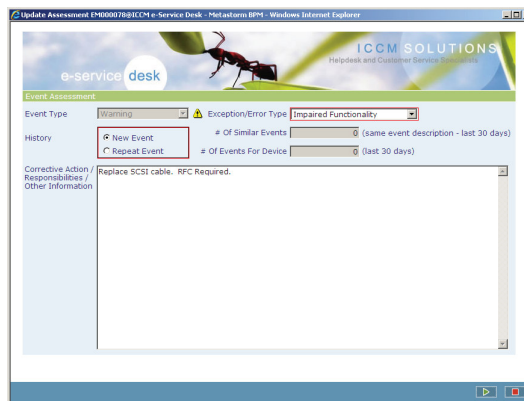
Unrivalled Service Management Technology

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.

EVENT ASSESSMENT

Once Events have been triggered within e-Service Desk they can be assessed independently or compared to historical Events for the same device. Once assessed, if not automatically triggered your agents can then carry out remedial action as required.



"e-Service Desk built on Metastorm BPM™ offered the flexibility to continue our drive towards improving process efficiency throughout the organisation"



Want to know more?

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