



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 Investment Analysis
Business Impact Analysis
Variable Costs Dynamics
Create Yearly Plans
5 Yearly Plan Overview
Service Costs
Value Added Components
Annual Service Value
Cost Modelling
VCD Models
Financial Summary

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

FINANCIAL MANAGEMENT

With the increasing demands on your IT organisation, including performance and service requirements, strategic business alignment, and the need for superior operational visibility and control, incorporating Financial Management as part of your IT strategy is becoming essential.

Financial Management in ICCM e-Service Desk allows you to make strategic decisions based upon meaningful financial information.



Existing Summary			
(a) Total Annual Cost of Providing This Service (including one-off costs)	£9,400.00		
(b) Total Annual Service Value Potential	£10,000.00		
(a + b) Annual Total Value of the Service	£19,400.00		
Cost of Providing One Additional Unit of This Service	£200.00		

Module: Additional Call Centre			
# Of Additional Units	250	Additional Unit Costs	£30,000
Additional Full Users	25	Cost Per User	£208
Additional Part Users	100	Cost Per User	£122
Miscellaneous Licences	125	Cost Per User	£490
Delivery Costs	£5,000	Storage Costs	£1,000
Resource Costs	£25,000	Support Costs	£8,000
Setup Costs	£8,000	Travel Costs	£17,000
Training Costs	£1,200	Contingency Fund	£10,000

New Summary	
(c) Total Cost of Above Model	£20,350.00
(a + c) New Total Cost of Service	£29,750.00
(a + b + c) New Total Value of Service	£29,750.00

The ability to record variable cost dynamics (VCD's) within e-Service Desk helps you to analyse and focus on those variables that impact on service cost. In conjunction with cost models VCD analysis can identify changes in unit cost as a result of changes made to the incremental units of a service.

"The decision was three-fold, with e-Service Desk emerging as a clear leader due to system flexibility, functionality and cost."



Want to know more?

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