

**PRODUCT:**  
e-Service Desk

- COMPONENTS:**
- Incident Management
  - Request Fulfilment
  - Problem Management
  - Change Management
  - Release Management
  - Configuration Management
  - Knowledge Management
  - Task Management
  - SLA Management
  - Survey Management
  - Engineer Portal
  - Reporting Suite
  - WorkDesk

- FEATURES INCLUDE:**
- 100 + Standard Reports
  - Incident Reports
  - Request Reports
  - Problem Reports
  - Change Reports
  - Release Reports
  - Task Reports
  - SLA Reports
  - Survey Reports
  - BAM Analysis
  - Trend Analysis
  - Process Monitoring
  - Stage Monitoring
  - Performance Thresholds

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

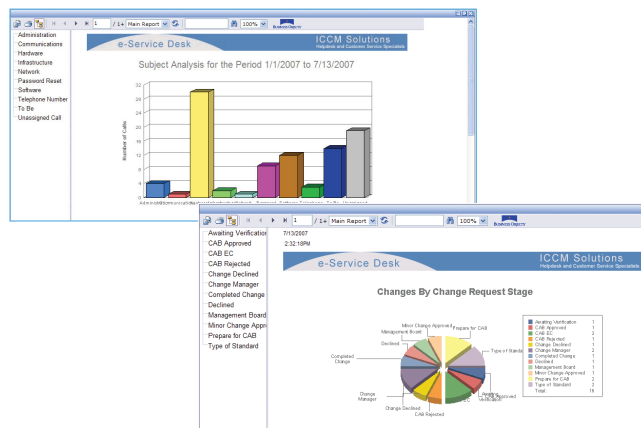
## Reporting Suite

Providing excellent Service Management is useless without excellent Management Information to back up your achievements and to assist you in any continual service improvement programme.

ICCM e-Service Desk provides a comprehensive suite of over 100 standard reports split into 3 key areas; Business Objects/Crystal Reports Suite, Business Activity Monitoring and Process Monitoring.

## Business Objects/Crystal Reports Suite

ICCM e-Service Desk uses .NET Infoview and Crystal Enterprise reporting to produce comprehensive reports on all e-Service Desk components. Using these reports will enable you to deliver Key Performance Indicators and in depth statistics to your organisation.



Reports can be scheduled to run at regular intervals and be emailed out to groups or individuals ensuring that management are receiving the information required or for analysis before CSI meetings. Reports can also form elements of your company intranet or customer portal, if required, giving visibility to your user community of performance against services you provide.

## 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.

## Business Activity Monitoring

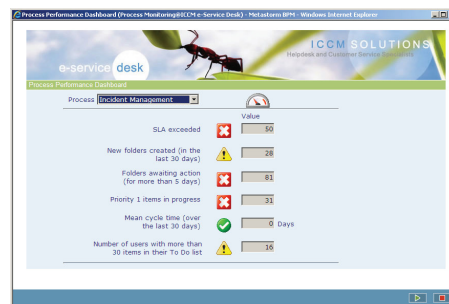
Business Activity Monitoring (BAM) within e-Service Desk allows you to monitor each individual process and aspects of these processes, for example mean cycle times, user and process loading and mean activity times. BAM reports are real time dynamic reports giving you an instant birds eye view of whats happening on your Service Desk.

“Our analysts have sizeable call volumes and having a system that allows users to log incidents, changes and problems from one central place, as well as being able to view all the related information, set e-Service Desk apart from other solutions.”



## Process and Stage Monitoring

Process and Stage monitoring within e-Service Desk is another real time method of reporting but focuses on specific stages within each individual process. This allows you to configure thresholds against each stage in a process alerting you to when these have been breached. This information can be viewed in the form of dashboards which can also be configured as web parts and subsequently form part of a Sharepoint interface if required.



## Want to know more?

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