

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:**
- Active Directory Integration
 - Email & SMS Integration
 - Request Specific SLA's
 - Change Integration
 - Ability to Charge
 - Request Templates
 - Task Integration
 - Stop the Clock
 - New User Requests
 - Leaver Requests
 - Loan Pool Booking
 - Automatic Call Routing
 - Dynamic Reporting

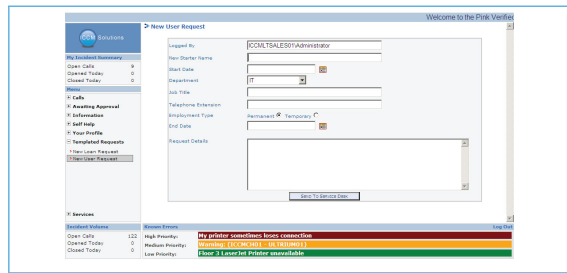
- CREDENTIALS**
- PinkVerify™ Service Support Enhanced
 - ITIL® and ISO 20000
 - Industry qualified staff
 - Industry Recognition
 - Metastorm BPM™ Partner

REQUEST FULFILMENT

Request Fulfilment in ICCM e-Service Desk allows you to log routine service requests and respond with different SLA's that would be expected of Incidents.

As well as logging generic service requests Service Desk agents also have the ability to log New User and Leaver Request and Loan Pool booking requests.

Utilising the Task Management component in e-Service Desk also provides unlimited flexibility in creating your own Request processes based on your business rules and completed work.



"The implementation process was quick and painless causing nominal disruption to our business critical support team who required minimal training due to the intuitive system interface."

lewisilkin

Chargeable Requests

In the event of Requests that are chargeable (e.g. software purchase request) e-Service Desk identifies the appropriate Cost Centre and Cost Code and the member of staff who can approve that Request. The Request will then be routed to the Approver who can then approve or decline the Request as appropriate.

If approved the Request ticket goes back to the Service Desk agent for completion. If declined the Request can be resubmitted if appropriate or a further business need identified.



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.

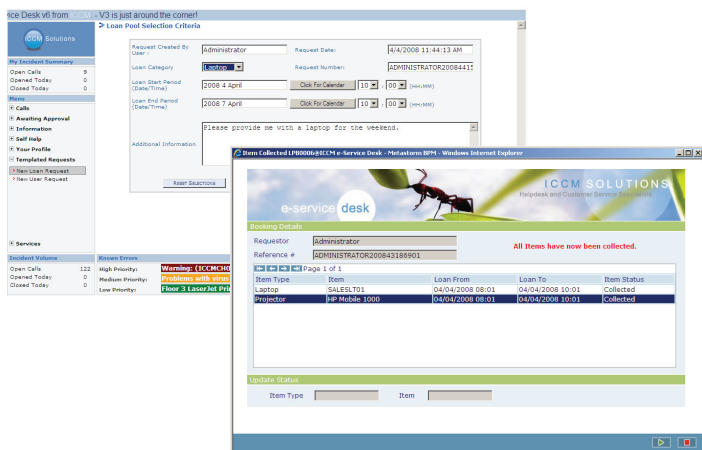
The suite is designed to provide a simple and easy to use interface that is intuitive for users whilst providing extensive functionality to deliver a technically advanced solution. e-Service Desk provides an off-the-shelf yet easily customisable solution that will meet the need of virtually any organisation.

Loan Pool Booking

End Users have the ability to book items of loan equipment such as laptops or projectors via their Customer Portal. Only available items in the required booking date/time are visible ensuring that duplicate bookings cannot take place.

Bookings are authorised by the Service Desk and all loan items must be 'booked out' of the system when collected. As the deadline for the return of the equipment approached end users are automatically sent email reminders that the equipment is to be returned.

On return each line item of equipment must be 'booked into' the system ensuring that no items are missing.



Dynamic Reporting

Keeping up to date with the current state of your Service Desk is absolutely essential. ICCM's WorkDesk allows a dynamic portal into your Service Desk (and is designed specifically for plasma displays) showing its current state. Thresholds can be set alerting you automatically when breached allowing you to be more proactive.

Want to know more?

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