



**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

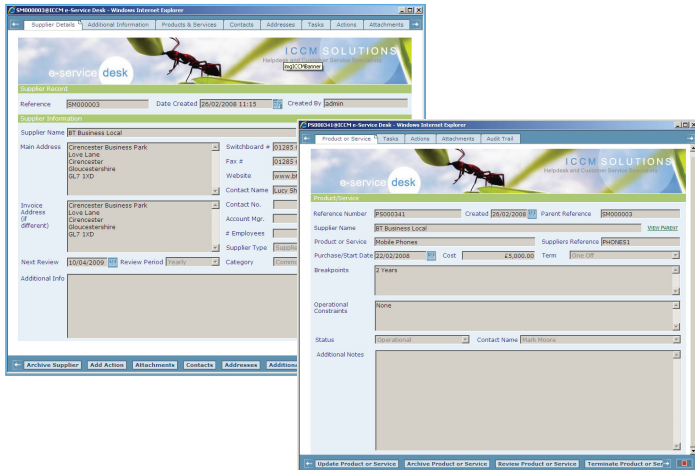
**FEATURES INCLUDE:**  
Record Supplier Data  
Record Credit Ratings  
Approved Supplier List  
Unapproved Supplier List  
Record References  
Security Integration  
Testing Plans  
Record Products  
Record Services  
Multiple Supplier Contacts  
Task Integration  
Automated Reviews  
Full Audit Trail

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

## SUPPLIER MANAGEMENT

Providing consistent high quality of Service to your business can become more complex when external suppliers form part of the chain providing that Service. Traditionally this was handled through the use of Underpinning Contracts.

Supplier Management within ICCM e-Service Desk ensures that IT Service Targets and Business expectations are seamlessly met when involving Suppliers while at the same time ensuring value for money is maintained.



## Supplier Information & Products

All information that would be required to record against a supplier such as supplier categorization, T&C's, Credit Rating information, contacts, account managers etc can be stored within e-Service Desk. Suppliers can then be linked independently to Products and Services allowing change of suppliers with minimum administration.

**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)

