

**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:**
- Incident Interface
  - Request Interface
  - Problem Interface
  - Change Interface
  - Incident Trends
  - Deadlines
  - Process Thresholds
  - User Configurable
  - Customize Data
  - Drill down functions
  - Dynamic Data view

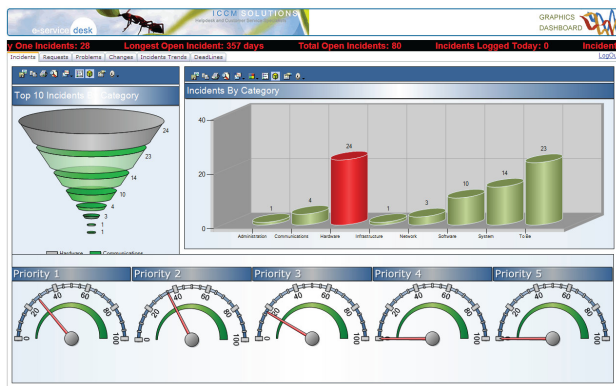
- CREDENTIALS**
- PinkVerify™ Service Support Enhanced
  - ITIL® and ISO 20000
  - Industry qualified staff
  - Industry Recognition
  - Metastorm BPM™ Partner

## Workdesk

The Workdesk graphical interface for ICCM e-Service Desk has been designed as a real time snapshot of the status of the Service Desk and its format lends to being displayed on widescreen or plasma monitors in Service Desk or Call Centre environments.

With views into different e-Service Desk components and the ability to set threshold alerts Service Desk management can ensure that their teams are alert to any status change or pressures before they become critical.

Each web component within the workdesk is fully customizable allowing individual users to set their own view as well as being able to display information relevant to their environment.



Each web component within the workdesk can be 'drilled' into enabling calls to be opened directly from within the workdesk interface. The presents a true 'one stop' interface for Service Desk Management staff who can manage, monitor and measure how their teams are performing from one simple GUI. Data within the Workdesk is updated almost immediately upon any status change within e-Service Desk ensuring a true real time view.

## 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.

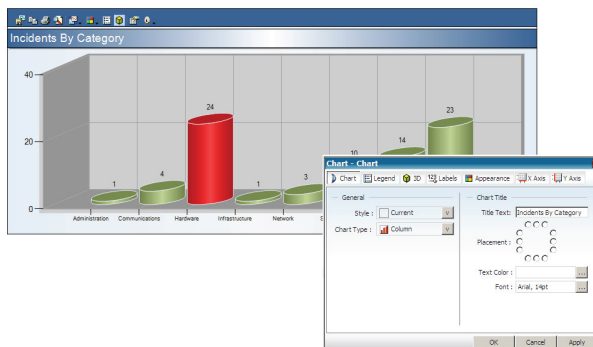
## Unrivalled Service Management Technology

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.

## User Customisation

Each web component of ICCM Workdesk is fully configurable allowing individual users to tailor their interface and view to their own tastes and requirements.



## Incident Trends

The Workdesk interface also displays Incident Trends in conjunction with real time data offering a truer indication of Service performance that with reports looking at static historical data.

"Of great importance was an ITIL® aligned solution designed around a CMDB. e-Service Desk was able to address this with excellent out of the box functionality."



## 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)