



ICCM is Named 'Cool Vendor' by Leading Industry Analysts

Vendors selected as a 'Cool Vendor' for 2010 report are innovative, impactful and intriguing

London, Baltimore, Cincinnati, April 13th, 2010 – ICCM Solutions, a globally recognized IT Service Management software company has been named in the 2010 Gartner 'Cool Vendor in BPM' report¹. Gartner, Inc., is among the world's leading information technology research and advisory companies. The report, written by Michele Cantara, Vice President in Gartner Research, identifies Vendors who are innovative, impactful and intriguing.

James Gay, Director, Sales & Marketing for ICCM explained; "The Gartner Report is renowned for its independent opinions and recognition of cool vendors. The fact that ICCM is acknowledged as a 'Cool Vendor' in this report makes us particularly proud. We believe it reconfirms the benefits to our very unique approach to Service Management in what is an especially crowded market."

James Gay continues: "We feel the report allows companies to stay ahead of the IT technology curve by examining pioneering technologies that enable great business and investment opportunities. With this information companies can make more informed strategic business decisions to provide a competitive advantage thereby ensuring market leadership. ICCM's customers including: Tesco, BBC Worldwide, Qualcomm, DHL and The British Transport Police are already realizing these competitive advantages by delivering more value from their IT Service Management initiative."

ICCM's e-Service Desk has been recognized under the BPM report thanks in part to its underpinning Metastorm® BPM platform, which is also recognized by Gartner in the Leaders Quadrant of the Business Process Analysis Tools² and other industry analysts as a leading process improvement platform. e-Service Desk seamlessly enables continual improvements in process efficiencies that are leaps ahead of applications offered by the other stock vendors, as it allows IT Service Management processes to be mapped in alignment with business goals and objectives. These processes can be quickly and effectively modified internally as needed, assuring they are an exact fit with other in-house business systems.

According to Gartner, "Organizations should consider a BPMS-based ITSM solution in the following situations:

- An end-to-end view of ITSM processes across multiple pre-existing ITSM solutions is needed
- Service-level objectives (SLOs) for IT processes need to be directly linked to business process key performance indicators (KPIs)
- processes change frequently or need to be continuously improved
- process models, rule sets, user interfaces and dashboards need to be easily customizable
- When "To be" processes need to be simulated prior to deployment"

¹ Gartner Inc. Cool Vendor for Business Process Management, 2010, Michele Cantara et al, April 9, 2010.

² Gartner Inc. Magic Quadrant for Business Process Analysis Tools, David Norton et al, February 22, 2010.



About Gartner's Cool Vendors Selection Process

Gartner's listing does not constitute an exhaustive list of vendors in any given technology area, but rather is designed to highlight interesting, new and innovative vendors, products and services. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness of a particular purpose.

Gartner defines a cool vendor as a company that offers technologies or solutions that are: Innovative, enable users to do things they couldn't do before; Impactful, have, or will have, business impact (not just technology for the sake of technology); Intriguing, have caught Gartner's interest or curiosity in approximately the past six months.

About Gartner's Magic Quadrant

The Magic Quadrant is copyrighted 2010 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

About ICCM

Extraordinary Service Desk Software created within the Leading Process Improvement Architecture
ICCM's core objective is to provide revolutionary software and superior services to organisations aspiring to Best Practice Service Management. Rather than the legacy "application development" driven approach that many vendors in the market have adopted, ICCM's forward-thinking approach blends their first-class ITIL® aligned Service Desk tool with the functionality of business technology in the form of Metastorm BPM®. This collaboration delivers unparalleled Service Management capabilities across all industries and business functions in almost every geographical region.

For more information:

Kate Colclough
Marketing Manager
ICCM Solutions
Tel: + 44 (0) 1666 828600
Mobile: +44 (0) 7501 723817
Fax: + 44 (0) 1666 826103
Email: kate.colclough@iccm.co.uk
Web: www.iccm.co.uk