



ICCM Launches e-Service Desk Version 11.0

London, April 27, 2010 – ICCM Solutions, providers of globally-recognised Service Management software solutions and services, launches their latest product offering, which will enable companies to deploy the hottest version of e-Service Desk (e-SD), 11.0. This most recent version will maintain a full round-trip of ITIL® strategy and business alignment, whilst also delivering exciting and innovative applications, thereby cementing their position as a pioneer in the IT Service Management arena.

Version 11.0 Key Features:

- **Appearance:** Funky new look and feel, gives the product a sharpness effect and depth to enhance the User experience.
- **Email:** Standardisation on iMAP* allows for point of time roll back for mail recovery.
- **Templates:** Using a simple but comprehensive form in e-SD Customers can now, on a process by process basis create email templates which can be shared amongst teams or made for personal use only. Via a tick box and drop down selections, Customers can choose a relevant process (e.g. Incident, Problem, Request); e-SD will then automatically provide a list of values (such as SLA Deadline) which can be embedded into either the email subject or body. Templates are designed to be selected from the “Send Email” action form. This will allow customer to provide a more relevant and effective approach to communications with their callers.
- **Large Mail Box Support:** e-SD email engine can now cater for the volumes of larger mail boxes as well as using multi threading for greater performance.
- **Service Catalogue:** v11.0 provides a huge step forward in the creation, use and management of Service Catalogue Items.
- **Time Zone Support:** e-SD can now support a fully global support operation with the management of locations and specific time zones with the system. This allows for SLA’s to be viewed and run in accordance with geographical placement.
- **Role Based Linking:** e.g. Critical Callers or CI’s can be given a Platinum Level role as a linked item in the SC form which can automatically inherit more stringent response and resolution targets.
- **Escalation Events:** Escalation Events can now be easily created by Customers to fully align to their individual needs; these events can be automatic assign, notifications (email) or Task creation and assignment.
- **Working Patterns:** Customers can now define their own working patterns with more flexibility so that each working day can have a different start and end time. Different patterns can also be applied to specific roles within the SC (e.g. A Bronze Role may have a Standard Monday to Friday 9-5 SLA but a Platinum Role may have 24x7)

General Improvements for Version 11.0

- SQL 2008 Support
- Multi Service Support
- Smoother Interface Response and Activity
- Alignment of Agent and Customer Portal look and feel



Knowledge Management

We are pleased to announce the introduction of enhanced knowledge for e-SD. This functionality greatly improves the flexibility, presentation and interaction users and customers have with Knowledge Based repositories. Key improvements include:

- Check and Rank
- Taxonomy
- Categorisation
- Fragments
- Website Indexing
- UniCode Support

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:

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