



ICCM's Head of Customer Services is Finalist for the SDI's IT Service Professional Of The Year Award

London, June 02, 2010 – ICCM Solutions is pleased to announce that John Noctor, Head of Customer Services for ICCM is short-listed as a Finalist for the **Service Desk Institute's** IT Service Excellence Awards. John has been recognised under the IT Service Professional Of The Year Award.

The prestigious IT Service Excellence Awards - hosted by SDI and now in their 15th year - are the most coveted awards in the IT service and support industry. They recognise, promote and acclaim excellence, professionalism and innovation in the industry, and celebrate the outstanding achievements of individuals and teams for the contribution they make. By competing with the very best from their industry category, winners know that their work has been evaluated by the sharpest IT service management minds in the business, and that their service has truly excelled. Winners will be announced during the awards' night, at the Grand in Brighton, on **Tuesday 8 June 2010**.

Within ICCM, John manages the Customer Services Department, comprising of: Account Management, Best Practice Consultancy, Service Support and Training. John makes available to ICCM's customer base and staff his ITIL and IT Service Management Best Practice experience that he has gained from over 20 years in the industry, which includes working with a number of Blue-Chip organisations.

ICCM would like to thank John for his contribution to ICCM and wish him the very best of luck for the Awards Evening!

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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