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## **ITSM Academy Names Escoute Consulting newest GEM Partner**

**FORT LAUDERDALE, FL — May 23, 2007** - ITSM Academy announced today a strategic business alliance naming Escoute Consulting, LLC of Kansas as its newest GEM Partner. ITSM Academy's GEM Partners Program is designed to expand IT Infrastructure Library™ (ITIL®) training and certification through licensing arrangements with carefully selected training and consulting businesses.

"Escoute Consulting principals have an outstanding reputation in the business community and have been involved in ITIL® and ISO projects for several years. Escoute is well qualified to provide services as an ITSM Academy delivery partner. Through our courseware licensing program, Escoute is now able to offer Foundation, ISO/IEC 20000 SQMF, ISO Consultants, ITIL® Practitioner and Service Manager certification courses to their rapidly expanding client base. This new line of business will allow Escoute to better serve the IT Service Management training requirements in the Midwest and we are delighted to support their efforts," said Jayne Groll, President of ITSM Academy.

Mark Thomas, President and Principle Consultant of Escoute, realized early in his planning stages that the high demand for best practices within the Information Technology (IT) Industry would require leveraging his experience along with additional services. "It has been our experience that ITIL® is a great way to get IT organizations back to the basics of delivering solid services to their customers," said Thomas. "ITSM Academy has an extensive Catalog of Accredited (APMG and EXIN) and non-accredited courseware and their trainers are certified at the highest levels with practical, hands on experience in the trenches. The robust back office delivery model allows Escoute to focus on our core business," he continued.

### **About Escoute Consulting, LLC**

Escoute Consulting, LLC, founded in 2007, has developed consulting competencies around the ITIL® and ISO framework and methodologies. Along with core services that include Strategy and Planning, Assessments, Evaluations, Execution and Delivery, Escoute provides a powerful, customizable solution with the advantage of having an outside, objective viewpoint. Thomas and his team have over 35 years of combined experience in both large and small scale projects. Each person on staff is certified in ITIL® Foundation at a minimum, with many having earned advanced certifications as well. Escoute Consulting, LLC works with the client to develop a sound roadmap towards ITIL®/ISO initiatives. Escoute's creed: Our People-Only hire the best; Our Approach-Keep it simple and Our Solutions-Back to the basics driven results. For more information please contact: [info@escoute.com](mailto:info@escoute.com).