

## News Release

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# ITIL<sup>®</sup> compliance and new technology driving service desk demand

**~ Richmond Systems recommends phased approach for mid-sized companies looking to comply with ITIL<sup>®</sup> ~**

Demand for sophisticated service desk systems is growing in the UK, as businesses struggle to cope with new technology deployments and implement ITIL<sup>®</sup> best practices. That's according to research from Richmond Systems, provider of IT service support solutions.

Richmond Systems will be on stand D21 at *itSMF* this week, and has recently seen a surge in demand for its services and solutions including contract wins with Anix.

“While compliance with ITIL<sup>®</sup> was one of the initial drivers for implementing Richmond SupportDesk, the technology is also a core component of our own proposition,” said Ian Barker, Head of Service delivery at Anix. “We are now planning to migrate all divisions of the company over to Richmond SupportDesk – it's proving invaluable in handling requests from our own team, as well as supporting over 200 of our customers.”

Richmond Systems carried out a survey among IT support workers which revealed that IT support teams are struggling to cope with demand from users not used to new technology implementations. The research also found that unexpected IT issues stop 84 per cent of IT support staff in their tracks more than once a day, and 12 per cent face these issues over ten times daily.



Additionally, more than a third (36 per cent) of the IT staff questioned believe that unchallenging and unnecessary jobs are hampering their work. This is leading organisations to re-examine their service desk requirements, and face up to the challenge of ITIL<sup>®</sup> compliance, according to Richmond Systems.

Richmond Systems has also seen demand grow from medium-sized companies, keen to take a 'phased' approach to adopted the ITIL<sup>®</sup> processes to meet the requirements of the business.

“With every new company IT solution comes a greater need for IT support,” said Eric Wright, managing director at Richmond Systems. “Users are also becoming more IT aware – the ‘have you tried a restart?’ line just doesn’t hold sway any more, and as businesses race to roll out new technology to remain competitive, the IT team will be more important than ever.”

For more information about Richmond SupportDesk, please visit

[www.richmondsupportdesk.com](http://www.richmondsupportdesk.com) or call 01428 641616.

**(383 words)**

## NOTES TO EDITORS

### About Richmond Systems

Established for over 20 years, Richmond Systems Limited, is a leading provider of service desk software for enterprise-wide service support based on ITIL® best practices.

Richmond SupportDesk can be rapidly implemented to deliver fast, flexible and scalable service support for incidents, problems, configuration, change and service level management through Windows™, web and mobile interfaces.

Providing the IT department with full visibility of the support environment allows streamlining of the operation increasing efficiency and raising customer service levels.

Richmond Systems serves more than 600 organisations providing support to many thousands of users and is a member of the *it*SMF and HDI (Help Desk Institute).

For more information, visit the Richmond Systems website at [www.richmondsys.com](http://www.richmondsys.com) or call 01428 641616.

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