

News Release

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Jcom UK Ltd partners with Richmond Systems ~ agreement helps SMEs comply with ITIL standards ~

Richmond Systems, the UK provider of service desk software, has signed a partnership with IT services specialist Jcom to resell the Richmond SupportDesk software solution to the mid-market.

The partnership has been formed in response to increased demand from SMEs for improved IT service delivery. Following similar moves from enterprises, SMEs are upgrading from old systems, which do not offer the level of IT support required.

Jcom has incorporated Richmond SupportDesk into its portfolio of solutions, to extend its provision in the service management sector. The software, aimed at the mid-market, will help Jcom's customers in both private and public sectors comply with ITIL's best practices. It will also reduce financial risk by minimising the impact of potentially costly and time-consuming IT issues.

"Richmond SupportDesk enables us to give our SME customers quick and easy access to ITIL best practice, while avoiding the cost of expensive set-up and support," said Mike Taylor, Jcom's SAM Specialist, "As well as enabling faster roll-out, this means users have access to in-depth information to help make informed decisions about IT services, which improves customer service levels."

Eric Wright, managing director at Richmond Systems commented

"Organisations need to be able to capitalise on the benefits of an ITIL-based service desk, without risking 'down-time' while the service is installed and staff are trained. Our partnership with Jcom means that the company will be able to expand its existing service management offering to meet the needs of its mid-market customers."

(261 words)

NOTES TO EDITORS

About Jcom UK Ltd

Jcom UK Ltd provides specialist, technology-based IT services and products. Established in 1999, Jcom has been helping organisations of all sizes across many sectors to gain control of their critical software, hardware and data assets. Our services reduce technical and commercial risk and improve performance of IT infrastructure assets, resulting in enhanced operational and financial returns.

For more information, visit Jcom UK Ltd website at www.jcom.co.uk

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 and change 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 500 organisations providing support to many thousands of users and is a member of the itSMF and HDI (Help Desk Institute).

For more information, visit the Richmond Systems website at www.richmondsys.com.

For further information, please contact:

Jenny Thomas or Lisa Gillingham at LEWIS

Tel: +44 (0) 20 7802 2626

Fax: +44 (0) 20 7802 2627

jennyt / lisag@lewispr.com

www.lewispr.com