

## News Release

03 April 2008

### **Alleviate IT Staff work pressures with Self Service and Mobile Solutions**

With the ever increasing demand on IT Staff to deliver, support and maintain new technology, whilst adhering to stringent service levels, the need for innovative solutions to assist them in their challenging roles has never been greater.

Companies are starting to realise that 'going mobile' is a necessary way of increasing productivity whilst saving money. IT support staff must not be forgotten as they play a key role in making this happen. They need tools not just to support the mobile workforce effectively, but to make their own work more flexible; being able to access job information while offsite or on the move.

In addition to mobile solutions for IT staff, extending support capability to provide customer self service empowers users to find answers to their support questions whilst reducing workload and freeing up service desk resources.

Richmond Systems will be launching two new solutions at the Service Desk & IT Support Show 2008, Richmond SupportDesk Mobile and a Self Service Portal to help address the work balance requirements for IT support staff.

Richmond SupportDesk Self Service Portal provides customised, interactive access to the service operations via web browsers. The fully configurable solution is designed to meet the specific support needs of diverse internal and external customer groups. Managed Service Providers can add value to their services by tailoring the interface and user experience for each customer.

Richmond SupportDesk Mobile provides service desk staff with live incident management on the move through any device supporting the Windows Mobile™ operating system. This maintains real-time interaction with the central service desk.

*“IT support staff face huge demands on a daily basis, providing them with the tools to work as effectively as possible with limited resources helps alleviate some of their daily pressures”* commented Eric Wright, managing director at Richmond Systems.

Visit Richmond Systems on stand 320 at the Service Desk and IT Support Show, 22<sup>nd</sup>-23<sup>rd</sup> April 2008, Olympia – National Hall and see live presentations of how to maximise the efficiency of your support operation, raising the profile of IT Support whilst improving customer service levels.

For more information, visit the Richmond SupportDesk website at:  
[www.richmondsupportdesk.com](http://www.richmondsupportdesk.com)

Word Count 365

## **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<sup>®</sup> best practices.

Richmond SupportDesk solutions can be rapidly implemented to deliver fast, flexible and scalable service support for incidents, problems, configuration, change and service level management through Windows<sup>™</sup>, web and mobile interfaces. This provides the IT department with full visibility of the support environment allowing streamlining of the operation increasing efficiency and raising customer service levels.

Richmond Systems serves 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 SupportDesk website at  
[www.richmondsupportdesk.com](http://www.richmondsupportdesk.com) or call 01428 641616.

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