

News Release

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Traffic or network: which jam jars the most? ~ research reveals IT downtime as the modern day irritant for employees ~

One in three office staff see IT problems and downtime as the biggest irritation during their work day - compared with long queues, poor customer service and even traffic jams, according to research from Richmond Systems.

The provider of service desk software surveyed 265 UK office workers regarding their daily frustrations. It revealed that over 30 per cent were most annoyed by server failures leading to IT downtime, while broken mobile devices, such as Blackberries, drove 20 per cent of workers mad. 25 per cent found bad restaurant service the most irritating. Least infuriating was standing in a queue which enraged 13 per cent.

“IT problems still seem to be the bane of everyday life and companies should be doing more to rectify this,” commented Eric Wright, managing director at Richmond Systems. “If the technology fails, you have little choice but to sit around and wait for it to be fixed. This can be frustrating and costly, especially when under pressure from work deadlines.”

“We are still seeing a gap between IT service level agreements and employee satisfaction that needs to be bridged.



Technology development continues to evolve, with computer systems becoming more sophisticated and faster all the time,” continued Wright. “But if technology continues to accelerate at this pace, companies will face an inevitable bottleneck while they wait for the IT team to catch up.”

“As companies rely on technology more than ever to help them stay ahead of competitors, IT teams need to have the resources to be able to respond quickly and efficiently to each and every computer problem.”

(283 words)

NOTES FOR 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 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.

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