

News Release

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IT teams are under siege

~ research reveals that IT teams straining under weight of employee computer problems ~

43 per cent of UK office workers wait in front of the IT team's desk when they have a computer problem, according to research from Richmond Systems.

Richmond Systems, a leading provider of service desk software surveyed 150 people working in the UK about how they seek IT support. Just under half of respondents said that they would speak to the IT team face-to-face while 30 per cent of people said that they would call about a problem. 15 per cent use office instant messaging and 13 per cent would email as soon as any issues arose.

Crucially, only 6 per cent of respondents use an IT service management system in their office.

"IT teams are faced with a continual tirade of messages, regarding computer problems from office personnel," said Eric Wright, managing director at Richmond Systems. "Approaching the IT team in up to four different ways inevitably means that there is no proper log of issues and as a result, problems are forgotten and left unresolved."

“To conquer the onslaught of computer problems, IT teams must enforce a company-wide customer support service, allowing them to log and track calls, as well as create an automated service for multiple complaints on the same issue,” Wright said. “IT must be supported financially to allow it to focus on strategic IT projects, and stop battling against individual computer queries.”

(262 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.

For further information, please contact:

Farimah Saadat or Jenny Thomas at LEWIS

Tel: +44 (0) 20 7802 2626

Fax: +44 (0) 20 7802 2627

[farimahs / jenny@lewispr.com](mailto:farimahs@lewispr.com)

www.lewispr.com