

Free White Paper 10 Essential Steps for Service Desk efficiency

According to research group Forrester, over 40% of large businesses have cut their IT budgets in 2008.

With new IT projects being frozen as funds are diverted to offset falling revenues, IT service desk managers need to adopt new strategies to increase efficiency and effectiveness of existing systems and processes.

Richmond Systems have released a free White Paper entitled- 10 Essential Steps to achieve Service Desk Efficiency.

The paper covers some of the key topics to consider including coping with and reducing support incident volume, automation- is it effective, reporting, ITIL best practices, the importance of people and what efficiency gains do service desk systems offer.

To download a free copy of the White Paper please visit:

<http://www.richmondsupportdesk.com/html/form.asp>

Alternatively to discuss how service desk software can play a vital role in increasing the efficiency of your IT support, call Richmond Systems on Tel: +44 (0)1428 641616 or visit www.richmondsupportdesk.com.

Word Count 156

NOTES TO EDITORS

About Richmond Systems

Established for over 20 years, [Richmond Systems](http://www.richmond.com) Limited, is a leading provider of service desk software for enterprise-wide service support based on [ITIL](http://www.itil.com)[®] best practices.

[Richmond SupportDesk](http://www.richmond.com) solutions can be rapidly implemented to deliver fast, flexible and scalable service support for [incidents](#), [problems](#), [configuration](#), [change](#) and [service level management](#) through Windows[™], self service web portal 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 SDI (Service Desk Institute).

For more information, visit the Richmond SupportDesk website at www.richmondsupportdesk.com or call 01428 641616.

For further information about Richmond Systems, please contact:

Simon Armstrong



Richmond Systems

Tel: +44 (0) 1428 647326

Fax: +44 (0) 1428 641717

e-mail: s.armstrong@richmondsys.com

internet: www.richmondsys.com

