

Press Release

Kemtah Awarded Multi-year IT Support contract with major healthcare provider

Albuquerque, NM

December 15, 2007

The Kemtah Group, a leading provider of IT Transformation services, today announced that it has been awarded a multi-year contract by a major southwest healthcare provider for service desk, desktop support, after hours support, and hardware/software projects. This is an expansion and extension of an existing multi-year contract for similar services.

A primary objective of the agreement is transforming the help desk to a high performing single point of contact service desk. By implementing the ITIL best practices framework performance will be improved in the following areas: ticket resolution percentages, call abandon rates, call wait times, and improved end user survey scores.

Kemtah has included innovative risk and reward provisions in the contract to not only meet, but exceed, statement of work performance criteria.

“We are very pleased that this customer values the demonstrated capabilities of Kemtah and is willing to expand the scope of services and extend the period of delivery for IT services. We look forward to working closely with this customer with regard to best practices, process improvement and increasing efficiencies while still maintaining a high level of end-user satisfaction,” said Stephen V. Wade, Kemtah’s President.

**About The Kemtah Group**

Headquartered in Albuquerque, New Mexico, the Kemtah Group is a premier IT Transformation Services and Support firm delivering IT Service Management and technology support throughout North America. The company's footprint of service locations throughout the U.S., Canada and Latin America enable the Kemtah Group to provide local, reliable, cost-effective IT support. Our experts help commercial and government organizations effectively optimize the people, processes, and technologies that comprise their IT departments using global standards such as ITIL, CoBIT, and ISO. More information about the Kemtah Group can be found on the web at <http://www.kemtah.com>.