

Press Release

Kemtah Awarded CA Service Desk Upgrade Project Assessment Contract

Albuquerque, NM

February 18, 2008

The Kemtah Group, a leading provider of IT Transformation services, today announced that it has been awarded a contract by a major Tennessee-based health care provider to perform an assessment of its customer service delivery organization in preparation for an upgrade to their CA Service Desk environment. Kemtah will evaluate the current service delivery model and identify strengths, weaknesses, and gaps in both the Help Desk and Deskside Support organizations. Additional scope includes documenting the desired “Future State” for service delivery and preparing an implementation plan for the CA Service Desk upgrade that includes process and workflow enhancements, configuration requirements, and technical support for installation and ongoing maintenance.

“Our strengths in health care IT service delivery and overall best practices were important to the client as was our ability to place a highly qualified team on site in a very short time. We fully expect that this will be the start of a long-term association with this major health care provider,” 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>.