

FOR IMMEDIATE RELEASE

Kemtah Selected as IT Managed Services Contractor for National Healthcare Provider with 45,000 employees.

December 15, 2008, Albuquerque, NM

The Kemtah Group, Inc., (Kemtah) today announced they have been selected to transition the IT help desk of a leading national healthcare provider to a managed services model based on Kemtah's proprietary service delivery model. This client has over 45,000 employees in 50 states.

Under the terms of the agreement, Kemtah staff will assume all functions of the current IT help desk. Key to the new scope of services will be the transition to service desk functionality, under which the end-users (customers) will access the service desk to not only manage incidents, but also handle requests for routine services and communication between IT and the end-user (customer). Through its managed services model, Kemtah will optimize the client's service desk operations by implementing best practices under Kemtah management while simultaneously reducing costs to the client. "The client will achieve significant cost savings while realizing considerable improvement in performance metrics," said Geoff Duke, Kemtah's Vice President of Healthcare Strategy and Delivery.

Kemtah will implement productivity tools, ITIL-based process improvement, Gold CardSM concierge service, training, as well as Web 2.0 solutions for knowledge-base development and information sharing. These enhancements will optimize service desk tasks and functions, including speed to answer, call wait time, first call resolution, abandonment rate, and end-user satisfaction and will result in a noteworthy improvement in service level metrics.

"We are delighted to add this outstanding and nationally based client to our list of managed services clients," said Steve Wade, Kemtah's president. "This client has worked hard to evolve the role of their help desk into that of a service desk model—an IT Single Point of Contact, aligned with and supporting their critical IT and end-user services."

About Kemtah

Headquartered in Albuquerque, New Mexico, the Kemtah Group is a premier IT Infrastructure Support and Transformation Services firm delivering IT Service Management and technology support throughout North America. 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. Kemtah's managed service engagements have on average achieved cost reductions of 30% - 40% while simultaneously increasing productivity by 25% - 30%. We achieve these savings year-over-year through the introduction of efficient technology, aligning spending, and reengineering business processes. The company's footprint of service locations throughout the U.S., Canada, and Latin America enable the Kemtah Group to provide local, reliable, and cost-effective IT support. More information about the Kemtah Group can be found on the web at <http://www.kemtah.com>.

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