

PRESS RELEASE

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RICHMOND
SupportDesk



*Whats new at
Richmond Systems?*



What were the hot topics at the recent Service Desk Show at Earls Court?



Not long back from its most successful show ever, Richmond Systems gives you a brief highlight of the "movers and shakers" topics at the Show!

Key trends and issues discussed on the stand included:

- | Requirement for on-demand graphical reporting
- | The need to review and reprioritise service desk processes to improve efficiency
- | Increased dependency in the use of PDAs for mobile support delivery
- | The increased use of the Self Service Portal

About Richmond Systems

Richmond Systems provide leading Help Desk Software solutions for enterprise-wide support based on ITIL® best practices. Our flexible solutions allow rapid implementation through intuitive software design and system integration with your existing infrastructure, providing cost and time effective deployment.

With more than fifteen years of experience, Richmond Systems delivers proven support solutions across all industry sectors to increase service levels, improve productivity and reduce support workload.

If you would like to FEATURE the Richmond Systems approach then please contact us at euromarketing@sol.co.uk



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