

FOR IMMEDIATE RELEASE

Kemtah Awarded Managed Service Desk Contract by Mid-West DOE National Lab

November 24, 2009, Albuquerque, NM

The Kemtah Group, a leading provider of IT Transformation services, announced today that it has been awarded a contract to provide a Kemtah-managed Service Desk for a DOE National Lab in the mid-west. This contract was awarded as part of this Lab's IT services consolidation and centralization initiative as its Computing Division moves to further adopt the Information Technology Infrastructure Library (ITIL) framework.

Under this multi-year contract, Kemtah will provide a tiered Service Desk operation for Incident Management under Kemtah's direction. Kemtah's Service Desk Manager will be responsible for working with the Lab to develop and implement process improvements, establishing key performance indicators (KPIs), managing Kemtah staff to these KPIs, and developing a variety of customized performance reports for Computing Division senior management.

"It is with much gratitude and pride that we forge this partnership with this client on this, its inaugural outsourcing of IT services. We greatly appreciate their recognition of Kemtah's ability to significantly assist them in their implementation of a true Service Desk, and we look forward to contributing to their overall operational excellence in support of the important mission of this Lab." said Stephen V. Wade, Kemtah's President.

Kemtah has been providing managed IT help / service desk operations and deskside support, best practices consulting services, IT project management, and IT assessment services as well as a wide variety of other IT services for over 10 years. Under this new contract, Kemtah will be assisting this Lab with improving the management of its IT systems and implementing IT Service Management (ITSM).

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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