



PRESS RELEASE
For Immediate Release

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ARHD Welcomes New Clients in Quarter 2 2009

Eldersburg, Maryland – July 2nd, 2009 – On Thursday, July 2nd, America's Remote Help Desk (ARHD) announced two new clients have signed service agreements with them during the second quarter of 2009.

Ebro Puleva, North America – Ebro North America has over 1600 employees, 600+ of which are computer users. They are a consumer goods company with international headquarters in Spain that owns Riviana Foods, New World Pasta and Ronzoni in the US and Canada. These organizations market rice and pasta products with such brands as San Giorgio and Ronzoni.

Ebro North America's new CIO strategically decided to consolidate IT for all 3 organizations, anchored on a centralized ITIL Based Service Desk model. ARHD was selected to provide this service and created a detailed execution plan to rollout one division at a time, ultimately ensuring a smooth transition and enhancement in the IT experience for the entire organization of 1600.

Utilizing ARHD's Director of IT Services and the assigned Help Desk Team Lead, the planning and implementation of the Outsource Service Desk for the Ebro North America took approximately 90 days and included 4 divisions. Establishing Standard Operating Procedures and a strong relationship with Ebro's IT department were pivotal in making this a smooth transition.

The Financial Edge - Catonsville, Maryland – A small accounting practice requiring IT support and a stable small network. The owner contacted ARHD looking for an organization who could

help him with basic IT support needs and ensure that his data was protected with a Managed backup solution.

ARHD conducted an Infrastructure Assessment and quickly provided recommendations to ensure his IT infrastructure was stable. The plan was implemented quickly with no interruption to the pressing tax season. When Financial Edge staff contact us and they experience a responsive and helpful interaction that allows them to focus on their core responsibilities.