



**PRESS RELEASE**  
For Immediate Release

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**ARHD Adds 3 Clients to their Portfolio in Quarter 3 2009**

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**Eldersburg, Maryland – October 5th, 2009** – On Monday, October 5th, America's Remote Help Desk (ARHD) announced three new clients have signed service agreements with them during the third quarter of 2009.

**EMG** – Environmental Management Group provides comprehensive evaluations and information services in the commercial real estate market. As part of reorganization they scaled back their internal IT staff significantly. EMG sought a partner to provide support to 175 employees (more than half remote) and manage 22 Servers. ARHD was able to offer a complete Outsource IT Support model with centralized Service Desk at the core to address their needs.

ARHD immediately completed an infrastructure assessment and developed a cost efficient strategy optimize the infrastructure, maximize vendor contracts and consolidate servers where appropriate. A disaster recovery plan was implemented, SOPs were established and the Service Desk was implemented to provide 24x7 Technical Support to all users.

**Baltimore Educational Scholarship Trust** – B.E.S.T. encourages, supports and increases educational opportunities for talented, economically disadvantaged African-American Students from the Baltimore metropolitan area. B.E.S.T was working with a small IT organization and found their IT infrastructure was inoperable. Through a referral ARHD was brought in to restore and rebuild their Microsoft Exchange server.

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ARHD has taken over ownership of B.E.S.T.'s IT Infrastructure and support. Amy John, the executive director, has seen immediate relief and knows she will have her issues addressed in a professional and proactive manner.

**Edaptive Systems** - Edaptive Systems provides powerful software to government and industry. The talented software developers were having difficulty, given their recent growth and primary focus, to spend time on managing their IT infrastructure.

Based on ARHD's performance at a mutual client Edaptive Systems brought in ARHD to implement projects and solve their most challenging IT issues to ensure they remain stable as their IT Infrastructure scales. ARHD has executed several projects at their new corporate offices, which has enabled their revenue generating employees to maximize their client time.