



**PRESS RELEASE**  
For Immediate Release

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### **ARHD Welcomes New Clients in Quarter 1 2009**

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**Eldersburg, Maryland – April 3rd, 2009** – On Friday, April 3rd, America's Remote Help Desk (ARHD) announced three new clients have signed service agreements with them during the first quarter of 2009.

**C-Quest Capital** – a Venture backed, Washington DC based carbon trader on the open market that is planning massive expansion in a short period of time.

C-Quest engaged ARHD to design, plan, manage and implement an entire trading floor and IT infrastructure in new office space within a 60 day window, which ARHD was able to do.. This included security, cabling, phone system, Network infrastructure, PC set up and video conferencing. The executive team was extremely pleased with the both the aesthetics and functionality of the implementation. IT Support was handled throughout the project by ARHD's outsource Help Desk, which continues to support their end users and monitor their infrastructure.

**National Counseling Group** – a growing Virginia based counseling center with 16 locations and over 400 employees, including many remote workers.

ARHD started working with National Counseling Group in January to provide centralized Help Desk support for their dispersed Virginia offices. Their IT infrastructure was simple but each office had a different configuration and were all utilizing a software application to support the services they provided to their clients. ARHD documented the office set ups, implemented standards, and executed a project to collocate and manage their server infrastructure in ARHD's Tier 4 Data Center space.

ARHD has made several recommendations and implemented processes to keep costs down and maximize IT stability. As a result NCG's costs have declined 44% over the past 6 months.

**Sleep Solutions** - In February 2009 ARHD started a business partnership with Sleep Solutions, located in Glen Burnie, Maryland. Sleep Solutions is a fast growing Healthcare organization with over 100 employees (40+ remote throughout the US) and 10 servers.

Sleep Solutions' former IT provider was unable to scale the solution with their growth, so they sought a larger and more sophisticated IT outsourcing partner. ARHD conducted an assessment and completely rebuilt their IT infrastructure in 60 days. Support was provided throughout the implementation by ARHD's centralized outsource Help Desk service in February and provided immediate relief to the employees.