



NEWS RELEASE

Touchpaper® announces winners of Annual Global Customer Awards 2007

WOKING, United Kingdom – October 18, 2007 – Touchpaper® has announced the winners of the Touchpaper Annual Global Customer Awards 2007. Running for the 6th consecutive year, the awards comprise eight categories and recognise and reward the successful implementation and innovative use of Touchpaper's software solutions at private and public sector organisations around the world. The winners of this year's awards were announced last night at a gala dinner and prize-giving ceremony which took place at the Belfry Hotel near Birmingham in the UK during Touchpaper's two-day Annual Customer Conference.

The awards categories and winners are as follows:

Best Use of Touchpaper Solutions

Awarded to the service desk that best exploits the potential of Touchpaper's IT Business Management (ITBM) solution, the winner of this category was the Science & Technology Facilities Council, Europe's largest multidisciplinary research organisation supporting scientists and engineers world-wide.

The winning organisation has moved from three separate help desk systems to a single, ITIL-based service management solution using a unified Incident Management process as well as introducing Problem and Change Management. The system is also being used to manage several other non IT processes including employee starter and leaver with plans to extend the use of the system to include a CMDB and web-based self service.

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Best ITIL Implementation

Awarded to the Touchpaper customer who best demonstrates the benefits gained from implementing some or all of the IT Infrastructure Library (ITIL) disciplines in a service desk or customer service desk environment, the winner of this category was Leicestershire Health Informatics Service (LHIS).

LHIS is an NHS shared service with 120 staff providing a wide range of IT, Information, Project Management, Training and Development services to over 12,000 users, 6,500 desktop PCs and 350 sites.

The key drivers for the winning organisation were to change the culture from that of an internally facing department to one that was truly customer facing with tracking and monitoring of performance and best practice processes in use. Only four months after the decision to buy, the solution - using Incident, Problem, Configuration, Service Level, Capacity, Availability and IT Financial Management - went live.

Transformational Service Desk

Awarded to recognise the most tangible improvements made over the last 12 months in the service delivered by a service desk, there were two winners of this award - Kent and Medway Health Informatics Service (KMHIS) and NSK Europe.

KMHIS used to log calls from 30,000 staff at 261 geographically dispersed sites on post-it pads or Excel spreadsheets via 12 service desks without overall standards, SLAs or management information. The team knew that things had to change and sought buy-in from all parts of the organisation and its customers for creation of a best practice technology framework to support their vision. The statistics for the single service desk are impressive:

- The number of calls logged annually has risen from 60,000 to nearly 120,000, almost a 100% increase;
- The number of calls closed on the same day has risen from 40% to 55%;
- The amount of time required to resolve an incident has fallen by an average of 50%;
- Customer satisfaction ratings for the service desk, gathered using Touchpaper's SurveyCenter, are up from 65% to over 95%.

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NSK Europe is part of the international NSK group, one of the world's leading manufacturers of rolling bearings, automotive components and Mechatronic products. NSK Europe has successfully achieved cultural change and brought together four disparate support teams, integrating them into a single 'customer services' team based on ITIL best practice principles and providing IS support for 1,500 users across Europe.

In addition to substantially improving call resolution times, sophisticated reporting and self-service functionality mean that each Business Unit can review its support on a regular basis and the customer services team can both monitor and prioritise IS services delivery in a strategic and proactive manner.

Best International Service Desk

Awarded to the customer outside the UK who best exploits the potential of Touchpaper's ITBM solution, the winner of this category was Sin Chew Media Corporation, the first media publishing company in Malaysia to adopt ITIL best practice into its organisation.

The winner faced the challenges of supporting a dual language, shift-based operation for over 1,500 users across multiple locations. They also wanted to be able to utilise cross IT team expertise effectively, for example in the areas of asset, network and infrastructure management, system management and development. Today, the Touchpaper ITBM process tools automatically route calls to the right people within the IT department, ensuring delivery of high quality services. The Unicode support has facilitated dual language information and integration with Novell ZENWorks Asset Management solution provides asset information directly into the Touchpaper ServiceDesk system.

Best Public Sector Service Desk

Awarded to the service desk in a public sector organisation that best exploits the potential of Touchpaper's ITBM solution, the winner of this category was Northern Ireland Civil Service ICT Shared Service Centre (NICS ICT SSC).

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Driven by the Sir Peter Gershon Public Sector Efficiency Review and the creation of an organisation-wide IS Strategy which recommended the central provision of “key enabling services” to departments and agencies as well as a cost-effective means of delivering ICT infrastructure and common services to all Departments, this organisation set out to select, procure and implement an ITIL-based IT Service Management desk within a period of 20 weeks. 150 analysts are now using Incident, Problem and Change Management to support over 9,000 users and are resolving over 95% of incidents within SLA targets.

Best Private Sector Service Desk

Awarded to the service desk in a private sector organisation that best exploits the potential of Touchpaper’s ITBM solution, the winner of this category was Computer People (part of Adecco), the largest and most established IT recruitment organisation in the UK.

The winning entry faces the challenge of supporting over 9,000 internal employees and external contractors with only five agents. They therefore utilise many of the facilities of their Touchpaper solutions to deliver the maximum effectiveness and efficiencies to the team. In addition, they are able to provide a host of management KPIs including agent activity, clock stopped analysis, top callers and breached calls.

In recent months, their customer base has grown by 125% but the team by only 80%, demonstrating the value of their Touchpaper solution. To quote: “Touchpaper is like having our own Personal Assistant, it holds all information, it prioritises, it reminds, it reports and we would be lost without it.”

Best Use of Novell Solutions by the Service Desk

Awarded to the service desk that best demonstrates integration with Novell technologies to further improve service desk delivery to an organisation, the winner of this category was London Borough of Hillingdon, the westernmost borough in Greater London, established in 1965 and serving a population of more than 250,000.

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The winning organisation has used a combination of Touchpaper and Novell technologies (including Groupwise and ZENWorks) to drive a four-fold increase in the number of service incidents that they have been able to resolve at first point of contact alongside a 45% improvement in overall response times for all incidents recorded and an increase in excess of 700% in the numbers of work requests received and managed. Using Novell's ZENWorks, they have dramatically reduced the number of desk visits required to deploy new applications and software updates.

CEO Award for Best Entry

Chosen by Touchpaper's CEO, Graham Ridgway, to recognise and reward the best overall entry, the winner of this category was Lockton, the world's largest, privately owned, independent insurance broker.

The comprehensiveness of this entry impressed Touchpaper as well as the close match between the way that this organisation uses their Touchpaper solution for Incident, Problem and Change Management and the maturity model approach, with KPIs in place to measure key activities and SLAs.

The approach to the project, engaging and getting buy-in from all members of the IT group, ensured a smooth and successful project roll-out, and further enhancements such as the provision of self service facilities are planned.

For more information on Touchpaper and its Annual Global Customer Awards, please visit www.touchpaper.com

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About Touchpaper

With over 20 years of experience, Touchpaper is one of the most established and respected international providers of IT Business Management (ITBM) solutions, encompassing IT Service Management, Customer Service Solutions and Network and Systems Management. Touchpaper now has over 1,800 customers around the world, supporting over three million users. Its headquarters are located in the UK, with offices in the Americas, Europe and Asia Pacific.

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