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PRESS RELEASE

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TSG launches *SystemCare*

IT service and support group Technology Services Group (TSG) has launched *SystemCare*, a pioneering service aimed at providing small and medium sized enterprises with complete care for their IT systems.

Most organisations rely on IT, and recent research shows that around two thirds of UK companies can no longer operate effectively in the event of even a short IT system failure. In the past support was often left to busy employees or external providers coming in to fix problems. However, through research and consultation with a broad range of customers, TSG has recognised that organisations of all sizes need a service that's responsive and does more than react to problems.

Introducing *SystemCare*, Regional Managing Director Peter Joynson confirmed its foundation in Graham Wylie's vision of TSG as a customer focused IT services company. He said 'This service aims to change the way people think of IT support. It's about tackling issues before they become problems, making the best of the IT that's already in place, and allowing customers to be firmly in control of their IT system. IT support is a business service like any other; it has to be clearly defined, measurable and transparent, and this is how we've designed *SystemCare*.'

Customer Services Director Simon Kujawa confirmed the product has been designed following extensive trials in the North East and Scotland. He said: '*SystemCare* has

been designed to give customers what they want. The inclusion of our innovative Active Service proposition means that we continually monitor our service to customers, and have service level agreements in place which mean businesses know what service to expect, and know who at TSG is accountable. We monitor our service consistently and on average respond to 95% of customer issues within an hour. Of course we won't be satisfied until we reach 100%!

SystemCare offers three levels of support: SystemCare 1, fixing IT systems when things go wrong; SystemCare 2, actively monitoring IT to spot issues and fix them before they develop into problems; and SystemCare Options, which puts TSG experts on site to help customers with specific IT projects. SystemCare services are available to SME organisations from as little as £5 per PC per week.

TSG now employs more than 425 staff across the UK, has an annualised turnover of £37 million and provides IT services to more than 9,000 small and medium sized businesses across the UK, from Basingstoke in the South, to Aberdeen in the North.

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