



## FOR IMMEDIATE RELEASE

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### **International Law Firm Eversheds Appoints Intelliteach for Service Desk Pilot Support Project**

*Unique focus on legal service desk and expertise with Microsoft upgrades bound to help users*

**London, UK – July 8, 2010 – Eversheds LLP**, one of the largest and most progressive global corporate law firms, today announced it has selected **Intelliteach**, the largest legal-specific outsourced service desk company, on a pilot basis to assist with a Microsoft Office 2007 software upgrade. This is the first Intelliteach client agreement with a UK headquartered international law firm, and adds to the service desk support which the IT firm already provides to 18 large US-based firms with UK offices.

The initial pilot project includes a software upgrade project which will roll out over the course of the second half of this year. Intelliteach will work hand-in-hand with Eversheds' on fielding all "how to" and "how do I" user questions specific to the upgrade.

"Eversheds has a keen focus on and reputation for innovation, and we are constantly looking for new ways to ensure we provide client service excellence on all levels. A specialist legal IT Supplier like Intelliteach is in an ideal position to deliver innovative support. We look forward to working together over the coming months," noted Paul Caris, Eversheds CIO.

According to Michael Gladwin, the firm's Head of Service Delivery, introducing new technologies to firm users typically results in an initial increase of service desk calls and a related learning curve. "When talking with Intelliteach, we really liked the fact that their sole focus is law firm service desk work and that they are accustomed to interacting with legal users and handling unique legal workflows. Beyond being a very likeable group, they have established clients stateside that have gone through similar technology upgrades so that provides us with a knowledge base and support benchmarks we can lever right from the outset."

"We have worked incredibly hard to earn the trust and respect of all of our clients and are very proud to include a global law firm leader such as Eversheds to our roster," stated Lance Waagner, President and CEO of Intelliteach and former large law firm CIO. "We opened our London office to better serve the needs of an increasingly global law firm community and are excited to welcome Eversheds as an 'early adopter'. Based on our support of 80,000 law firm users and providing answers to 50,000 legal application questions every month, we feel confident about expertly supporting Eversheds and its service desk needs."



Atlanta-based Intelliteach, which is 100% dedicated to the law firm market, has over 110 dedicated law firm software service desk experts. The company provides dedicated 24/7 coverage via various service help desk support options including Complete Service Desk Outsourcing, After-Hours Support, and Overflow Support. Intelliteach opened a dedicated London office in December 2009.

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#### **About Eversheds LLP**

Eversheds LLP and its worldwide offices have over 4,500 people who provide services to the private and public sector business and finance community. Access to all these services is provided through 47 international offices in 29 jurisdictions. Eversheds combines local market knowledge and access with the specialisms, resources and international capability of one of the world's largest law firms.

#### **About Intelliteach**

Intelliteach is a legal specific service desk company that currently supports over 80,000+ law firm users in 20 countries including 30+% of the AmLaw 200. The Atlanta-based company first started serving the legal community in 1999 and is fully staffed to handle all legal software support questions, as well as first-level networking issues. Intelliteach offers need-based support options including Complete Service Desk Outsourcing (live user support 24/7/365); After-Hours Support (extends the internal law firm service desk with additional coverage at night and on weekends); and Overflow Support (provides call assistance on an as-needed basis.). Intelliteach opened a dedicated London, UK office in December 2009. For more details, go to [www.intelliteach.co.uk](http://www.intelliteach.co.uk).