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## **Intelliteach Hires Business Manager to Lead UK Operations**

*Sherry Bevan joins legal service desk outsourcing leader after decade with McDermott Will & Emery*

**London, United Kingdom– December 3, 2009** – Intelliteach, the world’s largest legal specific service desk company, today announced the appointment of Sherry Bevan as Business Manager for the company’s recently opened London office. Ms. Bevan, who has over 20 years of experience in the legal service and technology support arena, will be responsible for day-to-day management of the London office including recruitment, staffing, liaising with Intelliteach’s global headquarters in Atlanta, and serve as the lead contact on all UK client accounts.

Over the last 20 years, Ms. Bevan has held senior service management roles within the global law firm, financial, and management consulting area. Prior to joining Intelliteach, she spent 10 years with McDermott Will & Emery UK LLP, a 2,300 user Global 100 law firm, fulfilling various IT management and service positions. Upon being promoted to serve as McDermott’s Global Customer Services Manager in 2005, she was responsible for firm-wide quality assurance, IT communications and training, as well as global 24/7 service desk support, including working with outsourced provider Intelliteach. Before McDermott, she was Arthur Andersen’s UK Tax & Legal Technology Support Manager, responsible for all aspects of IT services for the chartered accountants’ UK Tax & Legal Practice.

“Sherry has always impressed me – as a client, legal subject matter expert, and now colleague and I could not be more pleased to have her lead our UK operations,” stated Lance Waagner, President and CEO of Intelliteach.

Ms. Bevan is a regular speaker at legal conferences and IT events and a founding member of the UK Document Excellence Group (UKDEG), a not-for-profit user group established in 2004 by like-minded individuals working for law firms challenged with document production issues.

“I am delighted to help Intelliteach expand into the UK market and truly demonstrate our commitment to providing top notch service desk support to UK’s leading law firms,” stated Ms. Bevan. “My previous experience as an Intelliteach client will be very useful in helping UK firms plan their service desk outsourcing strategy and best address their cost cutting priorities.”



Atlanta-based Intelliteach is a legal specific service desk company that currently supports over 80,000+ law firm users in 20 countries. The company first started serving the legal community in 1999 and is fully staffed to handle all software support questions as well as first-level networking issues.

For more information, visit [www.intelliteach.co.uk](http://www.intelliteach.co.uk).

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#### **About Intelliteach**

Intelliteach is a legal specific service desk company that currently supports over 80,000+ law firm users in 20 countries. 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.