

Date: September 28, 2009

ESW officially launches a service desk to enhance service to existing clients

<**Grande Prairie**> E.S. Williams launches the new Service Desk solution. The Service Desk is a centralized ticket tracking solution for all E.S. Williams customers to better support efficient tracking and resolution of issues.

The Service Desk provides our customers with ONE number to call and ensures that they take advantage of the full breadth of ESW experience and resources to address issues in the most effective way possible. The Service Desk documents, dispatches, tracks, and reports back to our customers and other stakeholders so that all parties know what is being done and what is outstanding.

With service from 8:00am – 5:00pm MST, E.S. Williams' customers speak with a real person to quickly route the issue to the appropriate party.

"The E.S. Williams Service Desk maximizes our effectiveness and our customer's efficiency. They don't need to invest in a costly dedicated technical resource, which may not always be available when needed and the Service Desk places all of E.S. Williams experience and resources at our customer's disposal." – James Balisky (ESW Customer Service Lead).

For further information please call 1.866.539.4544 ext. 3 or e-mail sales@eswilliams.com.

E.S. Williams and Associates Inc. (ESW) is a privately held corporation in Alberta with offices in Edmonton, Grande Prairie, and Calgary providing I.T. Solutions. For more information please see www.eswilliams.com