

FOR IMMEDIATE RELEASE

Keno Kozie Selects RightAnswers for Self-Service and Knowledge Management Solutions

RightAnswers' Unified Knowledge Suite to Streamline Outsourced IT Support for Law Firms and Legal Departments

Clark, NJ (May 22, 2008) – RightAnswers, Inc., the recognized leader in providing self-service and support analyst solutions for the internal service desk environment, today announced that Keno Kozie – a leading computer consulting firm specializing in providing computer services to law firms – has selected RightAnswers Unified Knowledge Suite to provide its customers and support team with industry leading knowledge-driven self-service and support analyst solutions. Through RightAnswers' self-service and knowledge management solutions, Keno Kozie will further expand its capabilities as a turnkey IT outsourcing services provider.

RightAnswers' Unified Knowledge Suite provides the flexibility and scalability that enables organizations to deliver self-support offerings that effectively address their unique client bases and support goals. Combining RightAnswers' effective, pre-packaged knowledge with the additional knowledge gained via the service experience creates a highly relevant knowledge repository. RightAnswers streamlines the means to access this knowledge with industry-leading Self-Service and Support Analyst portals.

Keno Kozie's support team is currently utilizing the Support Analyst solution to manage calls from a centralized knowledge base built from RightAnswers' pre-packaged solutions, as well as custom knowledge solutions authored specifically for legal industry applications. In addition, Keno Kozie's clients will be able to utilize RightAnswers' Self-Service solution to find answers to a broad range of technical support issues in an efficient and cost-effective manner. The Self-Service solution will significantly reduce call escalations, improve the user experience and increase the availability of support resources for higher-level tasks.

"Implementing the RightAnswers Unified Knowledge Suite is a key component for us to continue our number one goal of providing the best support possible to our customers," stated Barry Keno, President and CEO of Keno Kozie. "With RightAnswers' Self-Service and Knowledge Management solutions, our customers will achieve higher levels of service which will improve productivity and increase return on investment."

RightAnswers is also providing Client Success and Custom Content authoring for Keno Kozie. The RightAnswers Client Success program provides value-added services that enable organizations to develop, deliver and maintain effective self-service adoption strategies that meet business objectives. The Client Success team at RightAnswers is providing Keno Kozie with the necessary knowledge transfer to successfully jump-start initial self-service implementations as well as providing ongoing analysis and guidance for optimizing effectiveness.

In addition, RightAnswers will provide a full range of knowledge-authoring services designed to develop and maintain success-oriented solutions for Keno Kozie's unique industry content. Through the Content Development team, RightAnswers will be able to transform "experience-based" content into high-performance knowledge.

"Forward-thinking outsourcing firms like Keno Kozie are utilizing RightAnswers to lead the IT service market, and we are excited that they have chosen RightAnswers as their self-service and knowledge partner," said Jeff Weinstein, President and CEO of RightAnswers. "The relationship will enable Keno Kozie's customer companies to benefit from RightAnswers' innovative solutions. The end result will be an additional support channel that will allow customer companies to realize greater employee productivity and a higher level of customer satisfaction."

About Keno Kozie

Keno Kozie Associates has been providing System Integration, Training, Support, Consulting and Law Firm Help Desk services for leading law firms and legal departments since 1988. The company has partnerships with software and hardware providers such as Interwoven (iManage), Summation and Microsoft for support and enhancement of the legal market. For more information, visit www.kenokozie.com.

About RightAnswers, Inc.

RightAnswers delivers the high-impact content, technology solutions and value-added services to enable internal Help Desk organizations to improve the end-user support experience, increase support capacity and reduce support costs. The RightAnswers Unified Knowledge Suite provides the tools needed to facilitate rapid problem resolution for both self-service end-users and support analysts. RightAnswers solutions are used by over 3 million licensed users across 500 companies including commercial enterprises, higher education institutions and government agencies. For more information, visit www.rightanswers.com.

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