

FOR IMMEDIATE RELEASE

RightAnswers Expands Partnership with SMA Management Systems

Newest Addition to RightAnswers Unified Knowledge Suite Reseller Network

Clark, NJ – March 27, 2007 – RightAnswers, Inc., the recognized leader in providing Knowledge Solutions for the internal IT Help Desk, today announced that the company has expanded its strategic partnership with SMA Management Systems. This relationship will enable SMA to offer the RightAnswers Unified Knowledge Suite as part of its existing service management information technology product and service offering.

Headquartered in New York, SMA is a leading provider of various Help Desk and IT service and support products and services, specializing in information technology products and services to meet the service management business requirements of corporations, government, educational and not-for-profit organizations. A Knowledge Service Provider (KSP) providing Web access to RightAnswers Knowledge-Paks™ since 2003, SMA will now provide RightAnswers Self-Service, RightAnswers Support Analyst, and Solution Manager in addition to RightAnswers' industry leading content solutions.

“SMA is focused on providing quality information technology products and services to meet our clients' service management business requirements,” says Steve Dreyer, President of SMA. “By offering the RightAnswers Unified Knowledge Suite, we can continue our commitment to providing clients with an effective vehicle to leverage a high-impact Knowledge Base. This offering can help our clients reduce calls to their IT Help Desk, provide 24x7 online support, improve their first call resolution rates and reduce call escalations. This solution will improve their service management operation and enhance the level of support that they provide.”

“This enhanced strategic partnership will enable SMA Management Systems to provide an end-to-end self-service and content solution that enables companies to improve their end-user and analyst support experience,” said Jeff Weinstein, President and CEO of RightAnswers. “We are very excited to add such a high-caliber company to our network of resellers offering the RightAnswers Unified Knowledge Suite, and look forward to helping SMA's clients meet their overall support and business objectives.”

About SMA Management Systems

Since 1984, SMA Management Systems has provided Help Desk and support center solutions to Fortune 1000 corporations, small and medium-size businesses, educational institutions, hospitals, government and not-for-profit organizations. SMA consultants ensure successful project delivery through services such as IT service management assessments, product selection, customization and integration. SMA's services also include certified training and Crystal Report development. SMA has offices in New York and across the U.S. More information on SMA is available at www.smasystems.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 overall support costs. With over 1.5 million licensed users in enterprise, higher education institutions and government agencies, RightAnswers enables quick problem resolution for both self-service end users and support analysts. For more information, please visit www.rightanswers.com.

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