



## PRESS RELEASE

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### **RightAnswers and SMA Management Systems Empower Customers to "Knowledge Enable" their Support Centers**

White Plains, NY & Oakmont, PA – August 1, 2002 – RightAnswers, LLC, the worldwide leading provider of technical support knowledge bases, announced today that SMA Management Systems, a leading technology firm specializing in customer service and help desk solutions, will add RightAnswers' Knowledge-Paks to their portfolio of products and services. RightAnswers' Knowledge-Paks will be offered as an integrated service offering with products currently marketed by SMA. This alliance will allow customers to effortlessly "knowledge enable" their support centers.

RightAnswers' Knowledge-Paks contain over 77,000 resolutions to problems associated with more than 150 software and hardware products, including those developed by companies such as Microsoft, Palm, Novell, Lotus, 3Com and WebEx. The industry leading Knowledge-Paks contain the first and only independently authored Microsoft Office XP and Windows XP support content. RightAnswers' knowledge engineers leverage their unique Knowledge Cycle process to monitor usage, identify trends and add just-in-time updates. This ensures that customers and analysts have direct access to relevant, comprehensive and current knowledge across the support chain.

SMA combines market-leading Help Desk and Support technology with process consulting and implementation services to bring their customer a complete IT or customer support solution. Products SMA offers include FrontRange Solutions' HEAT, Peregrine's Knowlix, and Control-F1. SMA's mission is to offer the right technology to satisfy their clients' needs and to provide services, such as installation and management consulting, to ensure a successful support solution implementation. By offering RightAnswers' Knowledge-Paks, SMA will help managers to knowledge enable their support centers.

RightAnswers' Knowledge-Paks integrate seamlessly with both HEAT and Knowlix, empowering customers to knowledge enable their support centers. Accessing Knowledge-Paks directly from within their support solution gives support analysts and end-users immediate access to the answers they need. With in-depth knowledge at their fingertips, end-users can find their own answers and support analysts can guide their customers more accurately and efficiently.

"Our mission is to make every effort to make our customers' support solution implementation a success, and RightAnswers will enhance our offerings," said Steve Dreyer, CEO & President of SMA Management Systems. "RightAnswers' Knowledge-Paks boost efficiency and accuracy by providing a central repository of support resolutions. Furthermore, Knowledge-Paks are a turn-key solution, so there is no ramp-up or lag time before support centers can answer the most time-consuming support questions."

"A knowledge-enabled support center runs at peak levels of performance by providing a base level of expertise across the Help Desk," said Andrew Rawson, EVP of Marketing and Business Development at RightAnswers. "Analysts and end-users have instant access to IT support knowledge, even when the organization's most seasoned experts are not available. This results in better first-call resolution, reduced call volume and duration, and, ultimately, reduced support costs and better end-user satisfaction."

Visit [www.rightanswers.com](http://www.rightanswers.com) or [www.smasystems.com](http://www.smasystems.com) to request a demonstration of the Knowledge-Paks integrated with HEAT and Knowlix, or call SMA at (888) 762-5989.

***About RightAnswers, LLC***

RightAnswers, LLC ([www.rightanswers.com](http://www.rightanswers.com)) was formed in July 2001 through the acquisition of ServiceWare Technologies', Inc. (NASDAQ: SVCW) content division. From the beginning, as ServiceWare in 1995, RightAnswers has been the leading provider of professionally authored support knowledge. The company's mission remains to reduce organizational support costs while radically improving end-user satisfaction with support services. By integrating both custom and professionally authored knowledge bases into the support cycle, RightAnswers provides its customers with the most comprehensive suite of knowledge-centric products and services available anywhere in the world.

***About SMA Management Systems, Inc.***

Since 1984, SMA Management Systems has provided help desk and support center solutions to Fortune 1000 corporations, small and medium-size businesses, educational institutions, government and not-for-profit organizations. SMA's focus is to enhance business processes and productivity with best-in-class software products and implementation services. SMA consultants apply their hands-on experience in building, evaluating, and managing help desk operations.

Today, SMA is one of the leading HEAT solution providers in the U.S. SMA consultants are certified business partners for GoldMine, HEAT, Knowlix, Control-F1 and other leading solutions. SMA has offices in White Plains, New York and Marlborough, Massachusetts.

Industry publications, including *Beyond Computing*, *CIO/Webmaster* and *Public Relations Tactics* have published articles written by SMA consultants. Through invitation, SMA staff members have presented programs to help desk user groups in New York, New Jersey, Massachusetts and Connecticut. SMA has also been recognized by the Gartner Group for its technology consulting, staffing and organizational methodologies. More information on SMA is available at [www.smasystems.com](http://www.smasystems.com).