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For Immediate Release

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**Tech-Knowledge Services Takes Computer Support to New Level with
Launch of Innovative TK Helpdesk**
*Tech-Knowledge Services Delivers Unmatched Excellence
with "The TK Standard"*

Ashburn, Virginia (November 7, 2005) – Tech-Knowledge Services, LLC, a premier outsourced IT solutions provider for small to mid-sized businesses, today announced the latest advances in computer support with the introduction of TK Helpdesk. Expanding its services to feature this new, innovative product, Tech-Knowledge (TK) Services now offers the ability to control remotely a client’s computer to resolve technical issues without the need for an on-site visit.

“Growing businesses don’t have the luxury of a full-time IT staff and turn to outside resources for technical support and emergency services,” explained Ron Nielsen, President of Tech-Knowledge Services. “A business cannot afford to wait hours, let alone days for a technician to schedule a service call. That’s why we launched our latest IT solution, TK Helpdesk. We recognize what a devastating impact the loss of computer access can be to a business, so this new robust service will enable our dedicated team to respond immediately to our customers’ needs.”

TK Helpdesk is one of many ground-breaking services provided by Tech-Knowledge Services and can be found at www.tkhelpdesk.com. With TK Helpdesk, an experienced technician can troubleshoot computer problems within minutes by remotely connecting to a client’s computer and, with authorization, take control of their keyboard and mouse to see first-hand what is happening. Many common computer problems can be resolved remotely so the customer doesn’t have to wait for an on-site visit, thereby increasing efficiency while reducing support costs and down-time.

About Tech-Knowledge Services

Tech-Knowledge Services, LLC, is a premier outsourced IT solutions provider of corporate grade technical support with budget conscience pricing for small to mid-sized businesses. Although their core service offerings are similar to other computer repair companies, Tech-Knowledge Services pioneers this market with innovative process driven methodologies for restoring and enhancing computer performance. Featuring a standardized suite of “Signature Services” for every computer, aptly named “The TK Standard,” Tech-Knowledge Services will disinfect viruses and spyware, update windows security and other applications, install the latest versions of popular utilities and

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organize the computing environment. Additional services include web development, graphics design, network administration and 24x7 on-call technicians. Considered “Life Support for the Non-Techie,” their technicians exude a non-intimidating, customer-centric, professionalism to help bridge the “novice” – “techie” gap.

To learn more about their extensive services, visit www.tkservices.com.

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