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TECHNISOURCE TO SPEAK AT FUSION 11 AND HOST NEW SERVICE DESK WEBINAR SERIES IN SEPTEMBER

Technisource highlights top Service Desk strategies in September 2011 through industry education on Continual Service Improvement programs

FORT LAUDERDALE, Fla., September 13, 2011 – [Technisource](http://www.technisource.com), one of the largest technology staffing and services providers in North America, today announced they will speak at FUSION 11 on September 27th in a session titled, “Start the Evolution of your Service Desk.” In addition, building up to the conference, Technisource will host a public [Webinar](#) on September 21st titled, “Transform Your Service Desk by Implementing Award-Winning Strategies.” Both presentations will focus on how companies can maximize their service desk by implementing the [2011 HDI Team Excellence Award](#) winner’s industry leading strategies.

The FUSION 11 presentation will be held on September 27th at 7:15am as part of HDI Breakfast Club 10. Attendees will learn how Technisource transformed their operation into an award-winning service desk by focusing on the business side of support. Key topics of the presentation will include how to get started in Continual Service Improvement, how to properly measure First Contact Resolution, whether Self-Service is still relevant and which reports are really worth monitoring.

The September 21st [webinar](#) is open to the public and will be held from 2-3pm EDT. The focus will also be on Continual Service Improvement, highlighting important tips on how to effectively implement a program and how to find some easy methods for improving First Call Resolution. Click [here](#) to register today for the [webinar](#).

About Technisource

Technisource, one of the largest technology services providers in North America, delivers a wide range of staffing, management services and technology solutions. With nearly 40 years of experience, Technisource provides services to a broad range of clients to maximize their technology investments. Focused on quality, flexibility and value, the company’s service offerings range from IT staffing, deployment and support services to software quality management, strategic projects and outsourcing.

Through its network of more than 56 offices across the U.S. and Canada, Technisource maintains a group of 8,000 experienced consultants and employees that deliver its portfolio of service offerings to Fortune 500 corporations, mid-sized companies and small organizations. Technisource is now a part of Randstad (RAND.AS). For more information, please visit www.technisource.com.

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About Randstad

Randstad specializes in solutions in the field of flexible work and human resources services. Our services range from regular temporary staffing and permanent placement to inhouse, professionals, search & selection, and HR Solutions. The Randstad Group is one of the leading HR services providers in the world with top three positions in Argentina, Belgium & Luxembourg, Canada, Chile, France, Germany, Greece, India, Mexico, the Netherlands, Poland, Portugal, Spain, Switzerland and the UK, as well as major positions in Australia and the United States. End 2010 Randstad had approximately 27,500 employees working from close to 4,200 branches and inhouse locations in 43 countries around the world. Randstad generated a revenue of € 14.2 billion in 2010. Randstad was founded in 1960 and is headquartered in Diemen, the Netherlands. Randstad Holding nv is listed on the NYSE Euronext Amsterdam, where options for stocks in Randstad are also traded. For more information see www.randstad.com.

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