



Contact: Rich Rubinstein  
America's Remote Help Desk  
410-727-8330 ext 7001  
[RRubinstein@arhd.com](mailto:RRubinstein@arhd.com)

## **PRESS RELEASE**

**For Immediate Release**

### **ARHD Upgrades IT Systems Management Tools: The Resolve Service Suite**

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**Eldersburg, Maryland – March 25, 2010** - America's Remote Help Desk (ARHD) is pleased to introduce the Resolve Service Suite, a complete line of IT Systems Management services. The Resolve Service Suite includes anti-virus, patch management, data backup, disaster recovery, asset management, IT automation, server and desktop monitoring, and reporting services.

"The Resolve Service Suite allowed us to streamline ARHD's existing processes and procedures for desktop and IT systems management to provide our clients with consistent service that can be managed from a single point," states Rich Rubinstein, President and CEO of ARHD.

With the Resolve Service Suite, ARHD has upgraded the way their clients receive support for their end users with updated endpoint security, patch management, backups, anti-virus, system monitoring, IT automation and system audits.

"The audit feature in the Resolve Service Suite is a very effective tool. It allows our clients to quickly view asset inventory reports at the push of a button," said Josh Lippy, CTO of ARHD. "We are able to more easily manage our client's software licenses and Resolve provides us with a useful diagnostic tool that assists our Help Desk technicians in the troubleshooting process."

The primary benefits of the Resolve Service Suite include centralized backups, update verification, central patch management control, and simple script writing all from a central control without the need to physically configure each individual PC or laptop.

America's Remote Help Desk (ARHD) provides Help Desk support, Infrastructure Management services and cloud computing solutions. ARHD's range of services provides an ideal solution for

companies of all sizes and organizational structures. They focus on planning, developing, implementing and maintaining an organization's networks. For additional information about their services, visit [www.arhd.com](http://www.arhd.com) or call 410-727-8330.