

FOR IMMEDIATE RELEASE

THE EXPERTS COMPLETES SOLE SOURCE MILITARY HEALTH RECORDS CONTRACT FOR USAFE

FORT LAUDERDALE, FL (January 3, 2011) – The Experts, Inc. successfully completed a sole sourced contract for a Remedy upgrade for the Military Health Records Customer Service Call Center system under US Air Force Europe, USAFE, in Ramstein, Germany.

The Experts was contracted to perform a comprehensive upgrade of the current version 4.3 of BMC's Remedy Action Request System to ARS version 7.6, as well as to include the Service Desk 7.6. The objective was to get the new version working as a web form thin client self-ticketing system, to be ITIL compliant, handle data migration, asset management, configuration management and Remedy knowledge management.

The Experts were responsible for the installation documentation, deployment plan, project initiation and highlight reporting. After the system was installed and compliant, The Experts handled the test environment upgrade, User Acceptance Tests, and all knowledge transfer, on-site and post level support on MCHD.

"The Experts has been supporting the USAFE MHR (Military Health Records) program for a number of years now and this project is an example of how that trust and level of mutual respect has grown over the years. The MHR program at Ramstein is a very important mission supporting our troops and US military medical staff working abroad and with complicated work schedules and issues that they deal with on a daily basis," commented David Hoshko, Chief Global Officer for The Experts. "The Experts takes supporting the Warfighter very serious and it is essential that they have the very best tools, service level response, and speed to delivery available," stated Hoshko.

The Experts, Inc. is a VOSB (Veteran Owned Small Business) which provides IT and Engineering Professional Services to FORTUNE 500 and 1000 companies; State, Local and Federal Governments; as well as the Department of Defense. The Experts, Inc. has been listed on *Inc 500* and *Inc 5000* in recent years, as one of fastest growing private companies.

The Experts is headquartered in Fort Lauderdale, Florida and has offices in Phoenix, Arizona; Dallas, Texas; Atlanta, Georgia; Charlotte and Cary, North Carolina; Alexandria and Williamsburg, Virginia; Tampa and Fort Lauderdale, Florida; Lanoka Harbor, New Jersey; Dublin, Ireland; Hamburg, Germany; Doha, Qatar and Skopje, Macedonia. The Experts provides services in 32 states and the District of Columbia, as well as Europe, the Middle East and Africa.

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