



Briggs and Morgan Law Firm Selects Keno Kozie for Help Desk Services

Keno Kozie to provide after-hours support to users

CHICAGO – March 12, 2010 – Keno Kozie, a leading provider of information technology design, service and support to law firms and legal departments, announces that the Minnesota-based law firm of Briggs and Morgan selected the company to provide after-hours help desk services. Briggs and Morgan selected Keno Kozie because of their depth of law firm experience and their solid reputation in the industry.

Briggs and Morgan's professionals use Keno Kozie's help desk support after business hours on weekdays, weekends and holidays. Because of Keno Kozie's familiarity with the law firm environment and their expertise in IT, the company provides Briggs and Morgan with a lower-cost alternative to adding staff hours while expanding their hours of support and maintaining a successful First Call Resolution rate in excess of 80%. The company's support center in Chicago is fully staffed to handle any issues that arise, ensuring maximum productivity and efficiency for the firm's end-users.

With offices in Minneapolis and St. Paul, Minnesota, Briggs and Morgan has more than 180 attorneys that provide business law and litigation services. The firm ranks among The NLJ 250 as one of the nation's largest firms and has received numerous accolades, including recognition by *Corporate Counsel* and top clients as a "Go-To Law Firm®" in the areas of litigation, corporate transactions, corporate governance, and labor and employment. The firm is a founding member of Lex Mundi, the world's leading association of independent law firms, and serves as the exclusive member firm for Minnesota.

Keno Kozie provides IT consulting, system integration, advanced application integration, 24X7 help desk support, training and managed services to law firms across the United States. With more than 25 years of experience, hundreds of law firms have entrusted their reputation and business to Keno Kozie's team of experienced IT specialists.

About Keno Kozie

Keno Kozie Associates, Ltd. has been providing information technology design, service and support to leading law firms and legal departments since 1988. Hundreds of firms have chosen Keno Kozie to provide IT consulting, system integration, advanced application integration, 24X7 help desk support, training and managed services. The company maintains partnerships with many leading software and hardware vendors to provide clients with optimal value and support. www.kenokozie.com.

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