**FOR IMMEDIATE RELEASE**

## AUSTIN, TEXAS – 05/14/2008 – Praecipio Consulting announces it signed a reseller agreement with Web Help Desk.

Praecipio Consulting, an IT Operations and Integration Consulting firm signed a reseller agreement with Web Help Desk by MacsDesign Studio, offering an industry leading IT helpdesk software feature set that allows you to dynamically route, track and fulfill all of your technical support and service support requests within your service desk software with ease, all through an intuitive web-based interface and 2-way email integration. As a 100% web based, platform independent, customer service solution, the Web Help Desk software provides a low cost of ownership, ultimate portability and simple implementation.

"The addition of the Web Help Desk to the Company's strategic partner base will allow us to offer our clients direct access to the best solutions available in the market for managing IT services. We are very impressed with the ease of use and reliability of the Web Help Desk application and have already experienced great results", said Christian Lane, President and Managing Partner of Praecipio Consulting.

MacsDesign Studio LLC plans to release version 9.0 of its flagship service desk software, the Web Help Desk, in Q2 of 2008. The Web Help Desk has already built up an impressive following in the Americas since its version 1.0 release in 1998. Organizations currently using Web Help Desk include, Apple Inc., Time Warner, NASA, Sony Pictures Entertainment, Gold's Gym, FileMaker, a vast array of EDUs worldwide (K-12 to Higher Education) and the United States Armed Forces. [A list of featured Web Help Desk software installs can be found on the clients page]

## ABOUT PRAECIPIO CONSULTING

Praecipio Consulting is a management and technology consulting firm. Since its founding in 2006, Praecipio Consulting has provided consulting services to a number of clients leveraging leading edge technologies and best practices to enable and align IT service delivery with business strategy. With its strong contingent of consulting backgrounds, Praecipio Consulting has managed to establish itself in the IT Service Management and custom software development consulting market.

For more information, contact Praecipio Consulting, 7301 RR 620 N. Ste. 155-143, Austin, TX 78726; Telephone 512-266-8271; http://praecipio.com.

## ABOUT MACS DESIGN STUDIO

Founded in 1998 and based in Fremont, California, MacsDesign Studio LLC, developers of the Web Help Desk software, is comprised of web application developers specializing in Java enterprise web applications. More information regarding MacsDesign Studio LLC and the Web Help Desk software solution can be found at http://www.webhelpdesk.com.