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AgInfoLink Help Desk Analyst Honored

Longmont, CO, December 13, 2007 - Walter Ryan, Help Desk Analyst with AgInfoLink, has been recognized by the Rocky Mountain Chapter of Help Desk Institute (HDI) as 2007 Analyst of the Year. This annual award, sponsored by Robert Half Technology, recognizes the best Help Desk Analysts from around the world. Each HDI local chapter is invited to select a winner to compete at the regional level. Walter will now compete in the USA Central Region competition. The winner of the regional competitions will be announced on January 23, 2008 and will compete at the Global level during the HDI Annual Conference & Expo in Dallas, TX on March 9-12, 2008.

The award highlights the excellent work of analysts on the help desk's front line - those who are generally a customer's first point of contact, either via phone or the web. Nominees, who must be HDI members, are judged on criteria such as performance, quality of work, team orientation, ethics, technical aptitude, problem solving skills and leadership.

Twenty years ago, Walter Ryan began working as a technician repairing hardware on some of the very first personal computers. He provided phone support before "Helpdesk" was even an industry term. His journey in the world of technical support over the subsequent 20 years has brought him full circle when he joined AgInfoLink in 2005 as a Helpdesk Analyst.

The AgInfoLink Helpdesk as a dedicated, stand alone unit was all of 3 weeks old when he joined the staff. There were few formal processes or procedures, no knowledgebase, and limited documentation on products that were supported. Staff had just started to wade through the waters of implementing a call tracking solution and there was no training program. Walter dove into the new position unabated by these facts. Through his professionalism and diligence, almost three years after joining the infant Helpdesk, he has been instrumental in creating a centralized knowledgebase, QA'ing new products, and creating user documentation - all in addition to providing awesome Tier I and II technical support via phone, email and instant messenger.

Noteworthy is the fact that Walter had this positive impact while working remotely from his virtual office in Omaha, Nebraska. His strong work ethic and reliability make this a successful arrangement.

Walter's pride and joy are his wife and two daughters. He also is an accomplished musician as he has written music, performs on a regular basis with his band "ShurThing", and gives private guitar lessons.

About AgInfoLink

Traceability Starts Here. Founded in 1997, AgInfoLink designs and develops secure, high quality, traceability solutions for the world's food supply. The company's products provide the food industry with data collection, secure data transmission, data warehousing, reporting and analysis tools for increasing profits and reducing risk. AgInfoLink solutions provide customers increased efficiencies, increased commodity value, and "value traceability" from the farm to the table. The company's headquarters are located in Longmont, CO.

For more information about AgInfoLink's animal identification and traceability solutions, contact AgInfoLink at 800-287-8787 or info@aginfoLink.com. (www.aginfoLink.com)

About HDI

HDI, a Think Service, Inc. company, is the world's largest IT service and support membership association and the industry's premier certification and training body. Guided by an international panel of industry experts and practitioners, HDI is the leading resource for help desk/support center emerging trends and best practices. HDI provides members with a vast repository of resources, networking opportunities and the largest industry event - the HDI Annual Conference and Expo. Headquartered in Colorado Springs, Colo., USA, HDI offers training in multiple languages and countries.

For more information, visit www.hdidenver.org or www.thinkhdi.com or call 719-268-0174. (Think Service, Inc. and HDI are not affiliated with Customers International Limited or HDI Europe.)