

***ACTIONET SELECTS RIGHTANSWERS KNOWLEDGE MANAGEMENT FOR FEDERAL GOVERNMENT IT PROJECTS**

This new relationship will bring higher efficiencies and deliver improved service to Government IT support organizations

Edison, New Jersey (February 13, 2014) – RightAnswers, Inc., the #1 provider of cloud-based knowledge management, multichannel self-service and social knowledge, is pleased to partner with ActioNet, a premier provider of IT solutions to the Federal Government.



ActioNet is not only promoting the RightAnswers Unified Knowledge Platform to its clients, but also deployed RightAnswers for its own knowledge management needs. ActioNet recognized RightAnswers' superiority over the "lite" knowledge management functionality bundled into ticketing systems. They chose RightAnswers for its flexibility and scalability to meet all ActioNet's requirements, fast deployment (in less than 90 days), pre-loaded content and Client Success program that works hand-in-hand with clients on implementing best practices and ongoing adoption.

ActioNet installed the RightAnswers Unified Knowledge Platform into its ActioNet Innovation Center Lab, where systems are configured and integrated in a real-world environment, and as a demo system for presenting RightAnswers to potential clients.

"RightAnswers is a key component in our service offering and market strategy," said Anthony Adoremos, VP Civilian Programs, ActioNet. "RightAnswers enhances support and increases customer satisfaction by improving efficiencies, the quality of responses, resolution times and first-contact resolution rates."

RightAnswers' interoperability with virtually any ITSM, CRM or other customer service software tool will allow ActioNet to provide enterprise knowledge management in the cloud to all customers, with seamless integration to each unique environment. Additionally, because RightAnswers Unified Knowledge Platform is an enterprise-wide solution and not solely tied to the IT support organization, it will enable knowledge management throughout ActioNet and its customers' enterprise for non-IT functions such as HR and Operations.

"Our partnership with ActioNet builds on our strong momentum in serving customers in the Federal Government. Together, we will provide the highest level of service to our customers through ActioNet's experience and expertise," stated Alan Demsky, Vice President of Federal Systems, RightAnswers.

ActioNet provides a broad range of cloud-based enterprise IT services to multiple Federal agencies across Civilian, Science and Research, Health, National Security, Defense and Global Operations. ActioNet has now enhanced those services by adding RightAnswers Knowledge Management solution to its long line of IT service offerings by enabling self-service support for all end-users and empowering support agents with enterprise knowledge management.

About ActioNet

ActioNet, Inc., headquartered in Vienna, Virginia, is an SEI CMMI® Level 3, ISO 20000, ISO 9001:2008, ISO 27000, HDI-certified, 8(a) and woman-owned IT Engineering Services Firm with strong qualifications and expertise in Cloud Strategies, ITSM, Cyber Security, Program Management, Infrastructure Solutions, Information Assurance, Software Engineering and IT Business Governance. As an innovation process-oriented company, ActioNet also follows the Project Management Institute (PMI) methodology as well as Information Technology Infrastructure Library (ITIL) standards. ActioNet has outstanding past performance, as evidenced by our "Exceeds Customer Expectations" rating from Dun & Bradstreet and a 92 out of 100 rating from Open Ratings. ActioNet holds the highest 3A1 Financial Rating from Dun & Bradstreet. Most recently, ActioNet was designated one of the Best Workplaces for CommutersSM by the Fairfax County Department of Transportation (FCDOT) 2013-2014. For more information, visit www.actionet.com.

About RightAnswers

RightAnswers is the #1 provider of cloud-based knowledge management, multichannel self-service and social knowledge for optimizing customer service and IT support. Our 500 clients around the globe use RightAnswers seamlessly integrated with their CRM, ITSM or other customer service software, to provide stellar support experiences while saving millions of dollars a year. For more information, visit www.rightanswers.com.

***The original article can be seen at: www.rightanswers.com/about-us/news-events/news-item/actionet-selects-rightanswers-knowledge-management-for-federal-government-it-projects/**