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News Release

FOR IMMEDIATE RELEASE

Presidium Taps Adam Krob, Higher Education Veteran to Lead Expansion of Services
Former Tulane University Administrator Brings More Than a Decade of Experience in Technical Support and Co-Sourced Management

RESTON, Va. —October 28, 2008— Presidium Learning, the Education Services Management (ESM) company, announced today the appointment of Adam Krob to General Manager and Vice President of IT ESM Solutions. In this newly created position, Krob will be responsible for expanding Presidium's Education Services Management solutions, focusing specifically on IT service desk solutions, as well as providing expertise managing comprehensive implementations and strategic, long-term co-sourcing partnerships.

"Adam is a tremendous asset to the Presidium team," said Greg Davies, Presidium's CEO. "He understands the importance of developing strong partnerships between vendors and clients to provide consistent, reliable 24/7/365 support across the entire institution. Adam will help our customers along this path, leveraging his many years of industry expertise and knowledge."

Krob brings to Presidium more than a decade of experience in higher education help-desk management and technical support. Prior to joining Presidium, Krob spearheaded many strategic initiatives at Tulane University, including improving centralized support, increasing focus on customer service and leveraging operating efficiencies. He also deployed and managed a successful co-sourcing service model, which provided increased and improved technical support for the university following Hurricane Katrina. Prior to his time at Tulane, Krob spent a year at Duke University where he worked at the Office of Information Technology Help Desk as a graduate student Help Desk Coordinator.

Krob has an MA and a PhD in Political Science from Duke University and an MBA from Tulane's Freeman School of Business. He has advocated widely in the areas of effective operations within IT support organizations and building more robust business continuity structures for IT organizations. In these areas, he has had the opportunity to see the value of strategic support environments from both sides, as a customer and as a support provider.

Krob has also recently published a paper focusing on the benefits of co-sourcing IT support services, including a detailed review of lessons learned while overseeing the implementation of a strategic support partnership at Tulane:

- "Operational Lessons from a Strategic Sourcing Project" *Educause Quarterly*, Volume 31, Number 1, 2008, pp. 66-70.
(<http://www.educause.edu/ir/library/pdf/EQM08111.pdf>)

The continued expansion of the Presidium leadership team comes on the heels of growth of the client community in the first two quarters of the year – including strategic partnerships with 44 academic institutions/organizations such as the Board of Regents of the University System of Georgia, CourseSmart, Colorado State University, Delgado Community College and Ohio University. Currently Presidium works with more than 650 colleges and universities to ensure students and faculty have consistent and reliable access to the services and technologies they rely on every day.

About Presidium

Presidium Learning pioneered Education Services Management (ESM) and provides outstanding support and services for postsecondary education. Over 650 colleges, universities and institutions rely on Presidium to deliver 24/7 interaction management solutions including – multi-channel contact center; software, outsourcing, multi-sourcing. Presidium ESM solutions include help desk and IT support, in addition to comprehensive student services in interaction areas that include financial aid, admissions, registrar, enrollment management.

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