

# Press Release

FOR IMMEDIATE RELEASE

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## Cognent welcomes newest technical team member

*Ivan Sierra joins Cognent's technical support team*

El Paso, Texas - Monday, November 07, 2005 – Ivan Sierra today joined Cognent's Help Desk support center as computer technician. Sierra brings extensive computer technical expertise to Cognent's customers. "With Sierra's appointment, our newest product offering, The Help Desk, is now complete", stated Martin Paredes, CIO. "The Help Desk offers our customers a one-stop telephone number where solutions to computer problems are a telephone call away", added Paredes. "I am exited to work for a fast-paced dynamic company that values customer service above all else", stated Ivan Sierra.

Cognent, Inc. is a full-service technology outsourcing firm based in El Paso, Texas with offices in El Paso and Dallas, Texas. Cognent provides full service IT solutions to regional businesses including Internet/Intranet solutions as well as custom application development along with off-site backup and disaster recovery planning services. Cognent, Inc. also provides managed server solutions along with its signature Amitor™ human resources and customer resources management suite.

To find out more about Cognent, Inc. and our approach to customer service, visit us online at: [cognent.com](http://cognent.com) or call us at (915) 850-0756.

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**Cognent, Inc.**

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