

NTRglobal Announces Integration of NTRsupport Application for Salesforce.com's AppExchange

Support for remote computer users gets easier with the ability for direct launch of NTRsupport from within Salesforce

Dallas, December 5, 2006 – NTRglobal, a leading provider of highly secure remote support and access solutions, today announced that NTRsupport is now available via the salesforce.com AppExchange. NTRsupport – formerly Inquiero – is one of the fastest, easiest and most secure on-demand remote support solutions on the market, enabling customers to create an immediate and secure connection between their computer and their client's computer. Fully integrated with Salesforce, NTRsupport for AppExchange is now available at <http://www.salesforce.com/appexchange>. Applications available via the AppExchange directory are built using Apex, the world's first on-demand platform.

The integration of NTRsupport with Salesforce enables customers to launch a remote support session directly from their Salesforce implementations and incorporate the support session information in the customer's record. Salesforce.com customers get the benefit of launching and tracking support sessions directly from Salesforce and their customers' issues can be resolved by one of the most powerful remote support solutions on the market.

"Salesforce.com customers will find immediate benefits from the unique ability of NTRsupport to deliver a more personal and agile support service," said Andre Angel, president and CEO of NTRglobal North America. "The AppExchange offers an easy way for businesses to take advantage of innovative on-demand solutions, and we are pleased to partner with salesforce.com to expand this service."

"The AppExchange is a simple and effective way for developers and partners to distribute applications to the largest audience of on-demand subscribers in the world," said Matt Holleran, vice president, AppExchange partners, salesforce.com. "NTRsupport offers an excellent solution for on-demand remote customer support, technical assistance and sales presentations that salesforce.com customers can now deploy with just a few clicks. We are pleased to welcome them to the Service and Support category on the AppExchange."

Apex and the AppExchange

Apex, the world's first on-demand platform, provides unprecedented ease of customization and integration enabling a whole new generation of on-demand applications that go beyond CRM. All Apex components and applications can be easily shared, exchanged and installed with a few simple clicks via salesforce.com's AppExchange directory, enabling all the innovation that Apex unleashes to benefit the entire on-demand community.

NTRsupport for AppExchange is one of more than 400 applications that are now available on salesforce.com's AppExchange, the world's first on-demand application directory, found at <http://www.salesforce.com/appexchange>.

The Apex platform, formerly known as the AppExchange platform, is available today. As previously announced, the next release of the Apex platform is currently scheduled to be



available in conjunction with the release of Winter 07, and the Apex programming language is currently scheduled to be available during the first half of 2007.

About NTRglobal

NTRglobal is a leading global software company that empowers users with easy-to-use, complete, and secure remote control and support solutions. The company's software, available in on-demand and OnSite license- models, helps businesses of all sizes better communicate and collaborate despite physical boundaries. Founded in 2000, NTRglobal has more than 7,500 customers worldwide and serves users in the automotive, consumer electronics, financial services, healthcare, manufacturing, retail and technology industries. NTRglobal North America, headquartered in Dallas, can be reached via e-mail at na@ntrglobal.com, or by phone at (866) 459-2543. For more information, please visit www.ntrglobal.com.

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