



FOR IMMEDIATE RELEASE

Global Support Software Corporation Selects NTR's Inquiereo to Enhance Their Support Resolution Offering

November 8, 2005 (Dallas, TX) - NTR North America a leader in remote access and remote support solutions and Global Support Software Corporation (GSS), a leading provider of 100% Web Based Support Desk Software, announced today that NTR's inquiereo will be added as part of their support solutions.

GSS selected NTR's Inquiereo from more than a dozen remote support vendors for its combined feature set, reasonable price point, and knowledgeable, responsive U.S.-based tech support team.

"Our decision to partner with NTR is a direct response to our mission of providing comprehensive problem resolution software for business-critical IT Help Desk and Customer Service organizations, said Scott Bleakley, GSS President and CEO. We wanted a full featured remote control solution that would be an excellent compliment to our entire support resolution process."

"NTR's inquiereo has helped us improve remote users' satisfaction by enabling faster and more effective support calls. Since implementing NTR inquiereo, GSS client support has experienced increased first call resolution. NTR inquiereo is a mature and powerful remote access and support solution that we can offer our customers at a very low cost," stated Lisa Booth, manager of marketing at GSS.

"We are very happy with GSS as a partner, said Andre Angel, CEO of NTR North America. GSS is in a highly competitive market where it competes directly with several large companies. By offering a superior remote access and remote support product, GSS is able to differentiate its solutions and services, position against larger companies, and create new revenue channels."

How does NTR inquiereo work?

NTR inquiereo is a full-featured remote support and access solution available in 14 languages as an ASP or an on-site license model. It allows technical, sales, and customer service representatives to share their desktop or take control of a remote computer without having to pre-install any software, open ports, modify NAT tables, or change network or firewall configurations.

This benefits companies who need to provide their customers, partners, or employees with rapid customer service and technical remote support, regardless of the geographical distance between them. NTR's Inquiereo also has one of the highest levels of security available providing end-to-end AES 256-bit encryption. For more about NTR inquiereo's features, visit <http://www.inquiereo.com>.



About NTR North America

Dallas-based NTR North America develops and provides highly secure, affordable, Web-based remote access, control, and support technologies to help businesses of all sizes better communicate and collaborate in spite of physical boundaries. NTR has served more than 3,500 global companies in industries as diverse as automotive, consumer electronics, financial services, retail, and technology. To learn more about NTR North America and NTR inquiero, NTR's on-demand remote support service, visit <http://www.inquiero.com>, e-mail na@ntrglobal.com or call 469-385-1703.

About Global Support Software

Headquartered in Virginia Beach, Global Support Software Corporation (formerly IssueTrak, Inc.) was founded in 2001, although its roots date back to a company that specialized in custom software development since 1992. The GSS Help Desk, Support Desk, Issue Tracking, and Asset Management Solutions provide a complete problem resolution engine including Active Directory Support, Remote Control, Billing, and Incoming E-Mail Processing. Based on Microsoft SQL Server database technology, GSS solutions are designed from the ground up to be fast, extremely easy to use, and provide 100% remote Web access. To learn more about GSS visit <http://www.thinkgss.com>.

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