NTR global

OnDeckTech Selects NTRsupport To Resolve IT Issues, Train Customers

Apple and Zimbra Solutions Integrator with an International Customer BaseValues Remote Support Tool's Reliability and Mac Compatibility

Dallas, August 13, 2007 – NTRglobal, a leading provider of highly secure remote support and access solutions, announced today that OnDeckTech, the 24x7 help desk and server installer, has chosen NTRglobal's remote support solution, NTRsupport, to resolve IT issues and train its customers.

Thousands of customers worldwide rely on IT solution provider OnDeckTech and its new spin-off company 01.com, which is the first dedicated, authorized Zimbra advanced solutions provider and host. The companies work in tandem, consulting with each other's customers on desktop, maintenance and server issues. This includes configuring installations that use Zimbra, an open source, next-generation collaboration and messaging software.

The 10-member IT support team uses the Software as a Service (SaaS) version of NTRsupport to assist customers in the U.S., Japan, UK, Australia, Hong Kong and United Arab Emirates. Other companies also hire the team to support and train their help desks.

On an average day, the IT support team receives more than 100 tickets or requests for IT help from a wide range of customers – Fortune 500 companies to high-tech specialists to governmental agencies and school districts. Typical tickets an IT support team member receives include requests to configure an e-mail client to access calendars, contact sharing, and training on Apple Keynote, Excel formulas and Word document formatting. After receiving a ticket, a team member will first forward instructions to the customer. If that doesn't help to solve the issue, he or she will initiate a remote support session using NTRsupport.

"Since we adopted NTRsupport, we estimate that one IT support team member in any geographical area is now as productive as three members were previously," said Gray Rothkopf, president of OnDeckTech and 01.com. "NTRsupport enables our team to see the problem, diagnose it and resolve it – there's no solution like it."

Rothkopf, whose companies support customers with Mac, Linux and Windows desktops in addition to Mac and Linux servers, has tried numerous remote support tools on the market. He often found the other tools to be unreliable. With a focus on "do no harm," and "always back up data before troubleshooting," the IT support team cannot risk using a tool that may not work due to firewalls, security policies, configuration issues or not being multiplatform-compatible.

As such, the support team values these key benefits of NTRsupport:

- Reliability
- Compatibility with Macs
- Speed into remote session
- No security passwords required for users

"We designed NTRsupport to fit into an IT solution provider's environment seamlessly," said Andre Angel, CEO and president of NTRglobal North America. "We are excited to help OnDeckTech and 01.com meet their commitments to thousands of customers by developing a reliable tool that helps them to fix an IT issue anywhere, eliminating travel time and cost."

NTRsupport is the fastest, easiest, and most secure on-demand remote support solution on the market. The software allows support professionals to create an immediate and secure connection between the support agent's computer and a user's PC or Mac, so the support staff can actually see what is on the user's screen in real time. This approach to providing IT support saves time and travel, and improves the customer service experience by delivering instant, personalized help. More than 8,500 companies around the world are already benefiting from NTRsupport.

NTRsupport is available for a 15-day evaluation free of charge at www.ntrsupport.com.

About OnDeckTech

OnDeckTech, headquartered in Chicago, Illinois, is a Mac-focused professional services company delivering end-to-end consulting, design, deployment, hosting, training, and support solutions to businesses of all sizes, across many industries in the public and private sectors.

OnDeckTech provides server installation, support and maintenance, as well as an international Mac help desk, where customers are guaranteed to reach Apple-certified professionals by toll-free phone, text, and video chat 24 x 7, and on holidays. The help desk features the next generation E-care, screen-sharing service.

OnDeckTech's new company, 01.com, is a dedicated, authorized Zimbra advanced solutions provider and host. OnDeckTech recommends 01.com for Zimbra services and 01.com uses OnDeckTech to support its clients. Each company is dedicated to delivering and providing a dedicated solution for their primary partners – Apple and Zimbra. For more information, please visit: http://www.ondecktech.com/ and http://www.01.com .

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 Software as a Service (SaaS) and On-Site License models, helps businesses of all sizes better communicate and collaborate despite physical boundaries. Founded in 2000, NTRglobal has more than 8,500 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 email at na@ntrglobal.com, or by phone at 1-866-459-2543. For more information, please visit www.ntrsupport.com.

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