



NTRglobal Receives 2007 TMC Labs Innovation Award

NTRsupport Honored for Innovation

Dallas, August 8, 2007 — NTRglobal announced today that Technology Marketing Corporation (TMC) named NTRglobal's remote support solution, called NTRsupport, as a 2007 TMC Labs Innovation Award winner from Customer Interaction Solutions magazine.

"It's truly an honor to receive this award for NTRsupport," said Andre Angel, President and CEO, NTRglobal North America. "Our strategy is to help to make NTRsupport a leader among remote support solutions. We've accomplished this by using the highest security possible for data communications and enabling remote support for most operating systems, including Windows Mobile (Pocket PC)."

Used by over 8,500 organizations around the globe, NTRsupport is one of the fastest, easiest and most secure on-demand remote support solutions 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's on the user's screen in real time. This approach to providing IT support by delivering instant and personalized help, saves time and costs, and improves overall productivity.

"NTRglobal has clearly demonstrated to the staff of TMC Labs that its NTRsupport software is truly innovative in the CRM or call/contact center industry. NTRglobal has made significant contributions to the advancement of this industry," said Nadji Tehrani, founder and chairman of TMC, publisher of Customer Interaction Solutions. "We're proud to reward this outstanding accomplishment with a TMC Labs Innovation Award this year."

"NTRglobal deserve this great honor for creating a ground-breaking product and service. NTRsupport has demonstrated raw innovation and offers unique features," added Tom Keating, CTO and TMC Labs Editorial Director. "I look forward to seeing other innovative solutions from NTRglobal as they continue to contribute to the future of the CRM and call center marketplace."

The TMC Labs Innovation Awards honor products that demonstrate raw innovation, unique features, and significant contributions toward improving communications technology. The TMC Labs Innovation Awards are not granted only to the best-selling products, but instead to those demonstrating raw innovation, uniqueness, and representing a significant contribution to the industry.

The TMC Labs 2007 Innovation Award highlights will be published in the September and October 2007 issue of Customer Interaction Solutions magazine.



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 licensed 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 email at na@ntrglobal.com, or by phone at 1-866 459-2543. For more information please visit www.ntrglobal.com.

About Customer Interaction Solutions

Since 1982, Customer Interaction Solutions (CIS) magazine has been the voice of the call/contact center, CRM and teleservices industries. CIS magazine has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, Customer Interaction Solutions strives to continue to be the publication that holds the quality bar high for the industry. Please visit www.cismag.com.

About TMC

Technology Marketing Corporation (TMC) publishes four print publications: Customer Inter@ction Solutions, INTERNET TELEPHONY magazine, IMS Magazine and Unified Communications. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. Ranked in the top 0.005 percent of sites in the world by alexa.com*, TMCnet serves nearly two million unique visitors each month, according to WebTrends. TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. In addition, TMC produces INTERNET TELEPHONY Conference & EXPO, Communications Developer Conference, Call Center 2.0 Conference and the Green Technology World Conference. TMCnet.com publishes more than 15 topical online newsletters. (*alexa.com is an amazon.com company that ranks Web sites by their traffic levels. Neither alexa.com nor amazon.com is affiliated with TMCnet.)

For more information about TMC, visit www.tmcnet.com.

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