

NTRglobal Awarded 2008 TMC Labs Innovation Award for NTRsupport Software-as-a-Service by Unified Communications Magazine

Enterprise-grade SaaS from NTRglobal Honored for Outstanding Innovation

Dallas and Barcelona, May 18 – [NTRglobal](#) announced today that Technology Marketing Corporation(TMC), named [NTRsupport](#) as a 2008 TMC Labs Innovation Award winner presented by Unified Communications magazine.

“NTRsupport is clearly deserving of recognition for helping customers transform their support operations into centers of greater productivity if not profitability with a unified communications approach. We’re proud to reward NTRglobal for their leadership in addressing customer needs with NTRsupport software-as-a-service (SaaS) with a *Unified Communications’* TMC Labs Innovation Award,” said TMC President Rich Tehrani.

According to Tom Keating, CTO and TMC Labs Editorial Director at TMC. “NTRglobal’s commitment to quality and innovation with NTRsupport is opening up a whole new category for businesses to benefit from the delivery of unified communications. With its multimodal approach to providing instant technical support and on-demand help-desk solutions via Web chat and remote control, VOIP and Video interaction tools, NTRsupport is changing the way any size business can enhance service quality while reducing support costs. I look forward to seeing the evolution of NTRglobal’s on-demand platform as they continue to develop innovative applications that break new ground in the unified communications industry.”

NTRsupport on-demand help desk and instant remote technical support SaaS enables IT professionals to remotely view, interact, collaborate and with permission, take secure remote control to rapidly resolve technical support issues on computers running on a multitude of operating systems, including Mac Leopard, Windows Vista and Pocket PCs. Available in two delivery models: SaaS or Self-hosted, NTRsupport offers quick implementation and rapid return-on-investment.

Lluís Font, CEO of NTRglobal, said: “We’re honored to be recognized by TMC Labs for delivering the unified multiplatform capabilities with NTRsupport, which offer IT managers and their remote workers a simpler and more effective technical support experience while addressing needs for strong security and reliability. We will continue to develop enterprise-grade, cost-effective SaaS, such as NTRsupport, that helps businesses of all sizes run more effectively in today’s 24/7 global economy.”



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 a significant contribution to the industry.

2008 TMC Labs Innovation Award winners can be found in the May 2008 issue of [*Unified Communications*](#) magazine.

About NTRglobal:

More than 12,000 companies in 60 countries rely on NTRglobal enterprise-grade software-as-a-service (SaaS) and Self-hosted solutions to make IT simpler™ and more cost-effective to manage the mobile workforce and extended enterprise.

NTRglobal's growing portfolio of enterprise-grade SaaS now includes: NTRadmin™ for secure remote systems management, NTRadmin BOTS™ for simplifying IT task automation and NTRsupport™ for on-demand help desk and instant remote technical support.

SaaS from NTRglobal combines award-winning functionality, proven integration with Salesforce and other major CRM systems, point-and-click administration and scalability, global capabilities, customization and robust reporting for 360 degree visibility and compliance management. Offering a superior customer experience with dedicated regional and global support, NTRglobal applications are offered in 15 languages, including those with double-byte characters. All NTRglobal applications are hosted from 11 secure data centers around the world which operate with fail-over capabilities to ensure speed of service and reliability. For more information about NTRglobal, visit <http://www.ntrglobal.com/>

About Unified Communications magazine:

Launched in July 2007, *Unified Communications* magazine is devoted to educating enterprise decision makers on why and how they need to deploy unified communications (UC) solutions. Every issue of Unified Communications magazine features a comprehensive news section; case studies of successful deployments and lessons learned; interviews with leading hardware and software companies; and an 'industry' section, featuring analysis of important mergers and acquisition, partnerships and a Wall Street perspective on the unified communications market. Unified Communications has a readership of 160,000.

About TMC:

Technology Marketing Corporation (TMC) is an integrated global media company helping our clients build communities in print, in-person and online. TMC publishes [*Customer Interaction Solutions*](#), [*INTERNET TELEPHONY*](#), [*Unified Communications*](#), and [*IMS Magazine*](#). TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. According to Quantcast*, TMCnet reaches nearly one million U.S. unique visitors each month. TMCnet serves as many as three million unique visitors globally each month according to Webtrends. In addition, TMC produces [*INTERNET TELPHONY Conference & EXPO*](#), [*Call Center 2.0 Conference*](#) and [*Communications Developer Conference*](#). (*Quantcast is an independent Web site that monitors U.S. Web traffic)

WIMAX.TMCnet.com – New in May 2008

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



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