



## NTRsupport Recognized for Innovation in On-Demand Category by German *Initiative Mittelstand* for Second Year Running

- NTRglobal Offers Software-as-a-Service (SaaS) Innovation for Small and Midsize Business as well as Large Enterprise

Barcelona, April, 1 2008 – NTRglobal (<http://www.ntrglobal.com>), today announced that NTRsupport™ garnered recognition for innovation in the “on demand” category by the German Initiative Mittelstand. The annual award acknowledges companies that have developed products and solutions that offer significant value to small and midsize businesses (SMB).

The prestigious award, juried by twelve industry experts and members of the media, received more than 1.600 applications in 33 different categories, including On Demand, Consulting, BPM, CRM and Content Management.

Michael Kessler, CEO of NTRglobal Germany GmbH stated, “We’re delighted with this valuable recognition garnered once again this year from the German Initiative Mittelstand for NTRsupport. We are committed to delivering the innovation and the secure reliability our customers have come to rely on with NTRsupport, to enhance the quality of customer and technical support while reducing operational support costs.”

### About NTRsupport

NTRsupport is an on-demand remote support solution that enables IT technicians to take secure remote control and rapidly resolve technical support issues on computers and Pocket PCs running on a multitude of operating systems including: Windows 9X, 2000, NT, ME, 2003, XP, Vista; Mac 10.3.9 or later (Panther, Tiger, Leopard) run in PowerPC or Intel processors, 32 or 64 bits; any Linux distribution with GNOME or KDE as a graphical environment ; Microsoft Windows Mobile 2003, 2003 SE, Mobile 5, Mobile 6 Professional and Classic. Able to deliver technical support to computers almost anywhere with an Internet connection, thousands of businesses around the world use NTRsupport to decrease operational costs while enhancing customer satisfaction. NTRsupport is available in two delivery models: software-as-a-service (SaaS) hosted by NTRglobal or Self-hosted SaaS , both offering a quick implementation and rapid return-on-investment.

### About NTRglobal

More than 12,000 companies of all sizes in more than 60 countries rely on NTRglobal to deliver enterprise-grade security and reliability for on demand remote support with NTRsupport™ for their PCs, servers and Windows Mobile devices and remote administration with NTRAdmin™ to manage and automate their IT tasks. NTRglobal secure software-as-a-service (SaaS) combines award-winning functionality, proven integration, including 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 data centers around the world. NTR operates these secure, global data centers with fail-over capabilities to ensure robust performance and reliability.

For more information about NTRglobal, visit [www.ntrglobal.com](http://www.ntrglobal.com)