NTRglobal Expands Multiplatform Capabilities of NTRsupport to Include Windows Vista and Mac Leopard

NTRsupport Offers Broadest On-Demand Support Platform in the Industry

Barcelona – **April 8, 2008** – NTRglobal today announced extended multiplatform capabilities for on-demand NTRsupport™ the industry's broadest enterprise-grade remote support solution for managing the multitude of operating systems utilized today in laptops, desktops, servers and mobile devices. Both internal and external IT support teams now only need one solution – NTRsupport – to provide assistance across multiple platforms, including support for the following operating systems:

- **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 graphical environment**
- **Microsoft Windows Mobile 2003, 2003 SE, Mobile 5, Mobile 6 Professional and Classic**

Helps IT Stay in Sync with Latest Operating Systems

"It's important for remote support providers to stay in sync with the latest operating systems and platforms so they can continue to provide complete support," said Matt Healey, research manager at IDC. "Providers need to address this requirement in the industry by having one solution that works with the different operating systems used by enterprises and consumers."

More than 12,000 Global Enterprises Select NTRglobal Solutions Based on Proven Platform Reliability and Flexible Integration with Salesforce and other CRM Solutions

IT and Help Desk managers can easily integrate NTRsupport into their CRM systems, help-desk tools or Web site, which helps increase productivity while elevating service quality and end user satisfaction, a metric that often points to high customer loyalty. More than 12,000 companies around the globe rely on NTRglobal solutions to deliver the flexibility that allows them to easily scale their support capabilities and add additional functionality for superior support and service-level quality for customers on a full range of platforms.

Progent, a computer consulting firm headquartered in San Jose, California, makes affordable, enterprise-class network support available to small businesses. With the help of NTRsupport

multiplatform capabilities, Progent's Technical Response Center provides emergency 24x7 remote help desk services to companies in every state in the U.S "At Progent, we use NTRsupport daily to reach out to thousands of customers on various platforms," said Aaron Rose, MCP, MCSA, MCSE and senior managing consultant at Progent. "While the overwhelming majority of client platforms are Windows based, we will not compromise service-level quality by offering anything less than the robust, all-in-one, proven solution we gain with NTRsupport."

NTRsupport Multiplatform Capabilities Available in Software-as-a-Service (SaaS) and License Models

NTRsupport offers a platform that can be tailored to the IT-needs of small and medium-size businesses, as well as large enterprises. With its adaptable browser-based solution, NTRsupport is offered as a secure Software-as-a-Service (SaaS), which is ideal for single users and growing businesses. NTRsupport is also offered as a site license model, which can be installed behind the customer's firewall on their own server.

"We're focused on making it simpler for IT and help desk professionals to deliver a superior level of support and service with NTRglobal on-demand solutions that also address the customer need to be cost-effective," said Lluis Font, CEO of NTRglobal. "NTRsupport delivers the extensive capabilities that allow our customers to manage, scale and control platform support with secure, enterprise-grade SaaS, no matter which operating systems are in use today or tomorrow."

Free Trial, Pricing and Availability

NTRsupport is immediately available to customers via the NTRsupport Web site. The company offers a free, 15-day trial of NTRsupport. This trial is available at https://www.ntrsupport.com/web/registro.asp.

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, 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) 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. NTRglobal 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

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