



For Immediate Release

Samsonite Selects NTRsupport to Help Distributed Sales Force and Remote Employees Effectively Serve Expanding Customer

Speedy Resolution of Computer Problems Makes NTRsupport Software an Ideal Solution For Global Travel Products Leader

Dallas, May 9, 2007 – NTRglobal, a leading provider of highly secure remote support and access solutions, today announced that Samsonite has chosen NTRglobal's on-demand software, NTRsupport, to deliver information technology (IT) support to its North American sales teams and remotely located employees.

Samsonite is one of the world's most recognized designers, manufacturers, retailers and distributors of luggage and related consumer products to meet the growing needs of today's global traveler. To keep pace with the increasing demands of its remote employees, Samsonite chose NTRsupport to speed IT service response time and improve the troubleshooting process.

Used by more than 8,500 corporations 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.

The Samsonite IT team found NTRsupport's advanced security features (including the 256-bit AES end-to-end encryption), speed into sessions, cost-effective concurrent licensing model, and user-friendly interface to be key selling points. In addition to general remote IT support, the product is being used to resolve configuration issues and to remotely support users of Microsoft Office and Lotus Notes applications.

"Since we started using NTRsupport, we've seen an immediate drop in the time it takes to resolve a remote support issue," said Ray Zoller, director of Information Technology for Samsonite's North America operations. "In the past, remote users sometimes found it challenging to explain what they were seeing on their screen to the IT support team. Now when they call in, they are finding it is much easier and faster to get help."

"NTRsupport bolsters company productivity by enabling more efficient identification of technical issues," said Andre Angel, CEO and president of NTRglobal North America. "For Samsonite, our product ensures a faster and more helpful response from the company's IT support department, which is crucial to the success of its business."

NTRsupport is immediately available for a free, 15-day evaluation at www.ntrsupport.com.



About Samsonite

Samsonite is the worldwide leader in superior travel bags, luggage and accessories, combining notable style with the latest design technology and the utmost attention to quality and durability. Utilizing top designer expertise from around the globe, Samsonite creates unparalleled products that fulfill the travel and lifestyle needs of the sophisticated traveler. For 97 years, Samsonite has continued to build upon its rich design heritage. Samsonite markets products under the Samsonite, Samsonite Black Label, Lambertson Truex, American Tourister, Lacoste and Timberland brands. Samsonite. Life's a journey.

Visit www.samsonite.com for more information.

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

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