

Flying Far for its Customers – No Airplane Needed

Lufthansa Flight Training uses NTRsupport for remote technical support

Heidelberg – September 30, 2007. To make be able to provide faster and more efficient service, Lufthansa Flight Training GmbH chose to implement the remote support solution NTRsupport from NTRglobal. With NTRsupport, the Lufthansa Flight Training IT team can respond to technical problems globally, 24 hours a day, 7 days a week.

Using NTRsupport the IT technicians are able to establish remote connections to PCs to solve technical problems. The Lufthansa Flight Training IT Administrators don't worry about the privacy of their data since the Support Specialists can only view and control remote computers with the explicit consent of the computer user.

Within seconds, a support specialist can access a computer to solve a problem while the user watches the troubleshooting process in real time. If desired, the remote support session can be broken by either party at any time. For auditing and documentation purposes, NTRsupport generates and maintains a text log of all actions taken during a remote control session, plus, it enables session recording for a complete, visual record.

The Web-based and installation-free service also facilitates access to outdated computers of those with slow internet connections. Using the downloadable agent, nearly any remote computer can be managed quickly and securely - whether it's located in Moscow or in Istanbul. Using HTTP or HTTPS port 80 and/or 443, NTRsupport establishes the connection to remote computers, eliminating the need to reconfigure firewalls. With the ability to adjust the number of colors for display, technicians can improve the performance even when using low bandwidth connections.

"The software is extremely simple to use for everyone involved. Solutions that needed to be installed from a CD-ROM were out of the question. Now it's easy for our employees to get technical solutions to their desktop problems", said Olaf Windhaeuser, IT Services Team Leader at Lufthansa Flight Training.

Lufthansa Flight Training was also convinced by the flexibility of the NTRglobal license model: "Nearly all vendors use the workplace license model that offers limited flexibility. That's not the case with NTRglobal. They offer concurrent licenses and this saves us a great deal of money", said Mr. Windhaeuser.

"To solve technical problems in a timely and cost-efficiently manner is crucial for business success; particularly for international enterprises, as the Lufthansa Flight Training case shows", said Michael Kessler, CEO, NTR Germany. "NTRsupport enables our customers to solve each technical problem remotely and faster than was thought possible. The savings they reap in both time and costs are proof of it."

About Lufthansa Flight Training GmbH

Lufthansa Flight Training (LFT) is a wholly owned subsidiary of Deutsche Lufthansa AG. It embodies decades of Lufthansa experience in training cockpit and cabin crews. In addition to Lufthansa itself, well over 150 airlines today avail themselves of LFT's expertise in the areas of Simulator Training, Emergency Training and Service Training, as well as of its Flight Operations Academy and e-learning courses. LFT is also represented in the seminar market with its Competence Training, which is available to anyone.



About NTRglobal

NTRglobal is an international company that specializes in the creation and introduction of innovative software solutions that deliver remote administration, access, support and collaboration via the Internet. All of the company's solutions are available as Software as a Service (SaaS), requiring only a simple Internet connection and a Web browser.

NTRsupport (www.ntrsupport.com) is a remote technical support solution that allows companies to provide immediate technical assistance to their employees as well as their customers. With the fastest remote control speed on the market (IDC 2006) and a set of tools designed specifically to optimize helpdesks, NTRsupport reduces the time it takes to resolve technical incidents, cutting down substantially on the associated user downtime. There are currently more than 8,500 NTRsupport customers with more than 15,000 operators, in over 50 countries.

NTRadmin (www.ntradmin.com) is a remote systems administration solution that allows comprehensive network management of all machines and servers within a network, regardless of geographic location or whether machines are within the corporate LAN or not. This solution has demonstrated an ability to manage a network of more than 2,000 geographically dispersed machines at once.

NTRconnect (www.ntrconnect.com) is a remote access solution that gives PCs, Macs and Pocket PCs the ability to connect to, control and work with remote computers as though sitting right in front of them. There are currently more than 95,000 NTRconnect users in more than 230 countries using the solution to connect to more than 300,000 computers.

Founded in 2000, NTRglobal has experienced strong growth in a short time and is fast becoming the international leader in on-demand and remote support solutions that accommodate companies with growing mobility needs. With its headquarters in Barcelona (Spain), NTRglobal has subsidiaries in Germany, France, the Netherlands, Italy, the USA, the UK, Japan, the UAE, and Brazil, plus a network of distributors covering Scandinavia, Poland, Portugal, Chile and Israel.

Used by 10,000 companies worldwide, NTRglobal solutions use the software as a service (SaaS) and on-demand models to let their users improve service to both internal and external customers. This minimizes the investment of time and resources expended in delivering service. NTRglobal solutions are used in virtually every industrial sector, and in more than 49 countries, to companies including ING (Canada), KPN Telecom (the Netherlands), Honda (Spain), T-Systems (Italy), Volvo (Mexico), Suzuki (Germany), Sage (France), Toshiba (Germany) and NTT (Japan).

For more information about the company and its solutions, please visit www.ntrglobal.com.

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