

## Press Release

# NTRsupport Integrates Comprehensive Billing Tool

***New billing module within NTRsupport offers customers  
detailed, reliable invoicing***

**Barcelona– June 21, 2007.** Remote access and IT support solutions continue to increase in popularity. They offer businesses the opportunity to not only save valuable time, but also to cut travel costs associated with on-site technical support visits, which can incur up to seven times the amount spent when a remote support solution is employed.

The ability for companies to receive remote support has become vital, and it is important that all parties involved in the support exchange have a clear sense of all expenses accrued, particularly as the frequency of such support exchanges increases. According to experts, one out of every five PC incidents in the workplace is already resolved via a helpdesk call. Customers on the receiving end of the support call need to understand the exact nature of each billing item, so that they can appreciate the savings their remote support solution brings. Remote support expert NTRglobal has responded to this need by developing a revision-safe billing tool, with which customers can accurately view each support exchange by exact date and time of session or by nature of technical problem.

The new HelpDesk billing module is a fully integrated add-on within NTRsupport that was designed to provide a ticketing and tracking system for all support cases. Immediately after contacting a support representative, an individual customer portal is created. By logging in with a secure password, a customer may access his or her individual portal at any time to view the current status of each service ticket. Each ticket contains detailed support session information, including date of session, beginning and end time, nature of problem, IP address and name of the support representative. All information is easily accessible from a pull-down menu. In addition, the customer can determine whether his helpdesk is straight on-line and can contact him if necessary directly via integrated Chat function.

In addition to increased visibility, the new billing module of NTRsupport offers customers greater protection from unauthorized changes to the service minutes from which the invoicing is generated. All billing tool data is stored centrally, rather than locally, which means it cannot be modified and remains accessible to the customer. Secure, central file storage gives the customer more confidence in the integrity of accounting data, and orderly summation of services rendered allows for a clear understanding of all support costs.

*“In addition to offering our customers fast support that is easy to track, we also want to guarantee an absolutely accurate and an easy-to-understand account of services adduced,”* says NTRglobal CEO, Luis Font. *“We are continuing to develop our solutions to give our customers the security they require in remote access and remote support.”*



## 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. Founded in 2000, the company 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.

Used by more than 8,000 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).

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.

**For more information about the company and its solutions, please visit [www.ntrglobal.com](http://www.ntrglobal.com).**

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