



For Immediate Release

TEAMSUPPORT.COM INTEGRATION ELEVATES HIGHRISE CRM

(Dallas, TX August 17, 2009) **TeamSupport.com** – an integrated SaaS based customer service, product management, and bug tracking system – announced today a powerful integration between TeamSupport and 37Signal's popular CRM system HighRise.

"Customer Service/Bug Tracking and CRM solutions don't typically communicate with each other, so keeping their separate customer databases in-sync can be a painfully manual process," explained Robert C. Johnson, TeamSupport's CEO. "We've made it easy to connect the data dots. TeamSupport automatically imports key information for any contact flagged as a 'Customer' in the Highrise application, then we monitor the CRM for any changes to those records and update TeamSupport. Plus, we can place TeamSupport ticket information directly into the Highrise customer record as a note, complete with an active URL link back to the support ticket," he concluded.

TeamSupport, conceived and developed by the software veterans of Muroc Systems, was created to address the very real need for better communication between manufacturers, their customers, and key client-focused teams within their organizations. "We recognized the need to keep everyone in-the-loop by integrating customer service, product development, sales and QA," Johnson explained. "TeamSupport breaks down the barriers between help desk and bug tracking systems. Having both groups working from the same knowledge base

greatly enhances internal and external communications and that translates into happier customers and a better product.”

TeamSupport, easily configured and customized, is offered in several reasonably priced versions and is scalable from a simple help-desk system to an enterprise wide issue, bug, feature, and customer management system.

TeamSupport offers a *free* 30-day trial subscription (<http://www.TeamSupport.com>).

About TeamSupport

TeamSupport.com is a wholly-owned subsidiary of Dallas, TX-based Muroc systems, Inc. (www.MurocSystems.com), a holding company focused on developing productivity enhancing software products delivered via the Software-as-a-Service (SaaS) model.

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