



**For Immediate Release**

## **INTEGRATED CLINICAL SYSTEMS ADOPTS TEAMSUPPORT.COM WORKFLOW**

(Dallas, TX September 23, 2009) **TeamSupport.com** – an integrated SaaS based customer service, product management, and bug tracking system – today announced a significant commitment by Integrated Clinical Systems, Inc., the preeminent provider of data visualization and reporting solutions used in clinical trials by the pharmaceutical industry.

"We were looking to replace a costly existing system that was not a good fit for our business," said Bob Stephens, director of professional services for ICS.

"TeamSupport really matched what we needed: It's very focused on software development, defect tracking and feature management; it has a customer portal and it's hosted – reducing our IT overhead. Plus, it's intuitive and easy to use, both for us and our customers ... it was such a nice scaled-back approach compared to some other products that need months of training just to learn the basics," he concluded.

"We are very pleased to welcome the Integrated Clinical Systems team to our growing family of satisfied users," said Robert C. Johnson, CEO of TeamSupport.com. "We helped ICS implement our software, export the existing application's database into TeamSupport, and bring users from multiple departments up-to-speed with minimal impact on operations and client projects," added Johnson.

**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.

#### **About Integrated Clinical Systems**

Integrated Clinical Systems, Inc., headquartered in Frenchtown, NJ, is the developer of Integrated Review™, and JReview the industry leading software products for ongoing review of Clinical Data. These products provide an easy and intuitive method for patient profiling, reporting, graphing, ad-hoc data mining and signal detection for clinical data stored in commercial data managements systems, in-house developed systems and data warehouses. The suite of products has been developed by professionals from the Pharmaceutical Industry for professionals in the Pharmaceutical Industry.

#### **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.

TeamSupport.com contact: Eric Harrington  
800-596-2820 ext.806 / EHarrington@teamsupport.com

Press contact: Desert Moon Communications - Harriet Diener  
845-512-8283 / harriet@desertmooncomm.com