



**For Immediate Release**

## **TEAMSUPPORT.COM WORKFLOW ADDS-UP FOR DATA FINANCIAL INC.**

(Dallas, TX October 13, 2009) **TeamSupport.com** – an integrated SaaS based customer service, product management, and bug tracking system – today announced that Data Financial, Inc. ([www.DataFinancial.com](http://www.DataFinancial.com)), a major supplier of financial equipment and software solutions for the banking, gaming and retail industries, has joined the growing community of TeamSupport clients.

"We researched more than a dozen options," reported product manager Eric Back; "they were either totally dedicated to versioning and software bugs or narrowly focused on tracking phone calls. TeamSupport combines both and was very, very simple on the front end, another big requirement for us. It's a tool our people could simply log-into and start using," he continued, "We've integrated TeamSupport with Beanstalk's source code management, and now, although we're all experts on the individual software packages we support, we're able to search the entire knowledge base for solutions," Back concluded.

"We are very pleased to welcome Data Financial to our rapidly expanding family of satisfied users," said Robert C. Johnson, CEO of TeamSupport.com. "We helped Data Financial set up the data interface with their Beanstalk versioning software and provided technical support and guidance to insure an effortless implementation experience for Data Financial's end-users," 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 support desk system to an enterprise wide issue, bug, feature, and customer management system.

#### **About TeamSupport**

**TeamSupport.com** is a wholly-owned subsidiary of Dallas, TX-based Muroc systems, Inc. ([www.MurocSystems.com](http://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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#### **About Data Financial**

Founded in 1983, Mequon, WI-based Data Financial, Inc. serves the financial equipment and systems needs of gaming, banking and retail with systems solutions, custom software applications and a wide range of hardware products representing most major manufacturers.

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