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TeamSupport Now Available on the Salesforce.com AppExchange

TeamSupport.com brings valuable customer service, product management, and defect tracking data to Salesforce CRM

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TeamSupport.com today announced that TeamSupport – the company's SaaS based customer service and software management suite – is now available on the salesforce.com AppExchange. Certified salesforce.com partner TeamSupport expands the power of Salesforce CRM by providing access to a customer-specific support desk and product management tools. TeamSupport's listing on the AppExchange can be found at <http://www.salesforce.com/appexchange>.

The announcement was made today at Dreamforce 2009, salesforce.com's user and developer conference.

TeamSupport, an interactive, customer support application with advanced service, product management, and bug tracking capabilities, bi-directionally synchronizes data with Salesforce CRM, making new support ticket information visible within Salesforce CRM. TeamSupport also provides a robust set of self-service tools for end-users, including a customer portal and easily deployed knowledge base. Offered in several reasonably priced versions, TeamSupport is scalable to meet the needs of any sized organization, from a simple support desk system to enterprise-wide issue, feature and customer management.

"We are extremely pleased to have our application certified by an industry leader such as salesforce.com," said Robert C. Johnson, CEO of TeamSupport.com.

"Key customer data is often scattered and isolated from the people that need it most. TeamSupport compliments the Salesforce CRM solution with integrated tools that enable Customer Service, Engineering, Product Development, Quality Assurance, Sales and other teams to stay informed and in-the-loop."

"TeamSupport.com's applications are a great example of how partners can use the Force.com platform to innovate so they may meet the cloud computing needs of customers," said Kendall Collins, chief marketing officer, salesforce.com. "The addition of TeamSupport to the AppExchange and TeamSupport.com's certification as a salesforce.com partner exemplifies the growing ecosystem of applications and services available to our customers to help them realize success."

About the Force.com Platform and AppExchange

Force.com is the only proven enterprise platform for building and running business applications in the cloud. The Force.com platform powers the Salesforce CRM applications with more than 800 ISV partner applications like those from CODA and Fujitsu, and more than 120,000 custom applications used by salesforce.com's 63,200 customers such as Japan Post, Kaiser Permanente, KONE and Sprint Nextel.

Applications built on the Force.com platform can be easily distributed to the entire cloud computing community through the salesforce.com AppExchange marketplace at <http://www.salesforce.com/appexchange/>.

About TeamSupport.com

TeamSupport.com is a wholly-owned subsidiary of Dallas, Texas-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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