



For Immediate Release

TEAMSUPPORT.COM ENABLES INDUSTRY LEADING CLIENT SUPPORT FOR ASSOCIATED THIRD PARTY ADMINISTRATORS

(Dallas, TX December 8, 2009) TeamSupport.com – the popular integrated SaaS based customer service, product management, and bug tracking system – today announced that Associated Third Party Administrators (ATPA), a global leader in benefits administration, has successfully deployed TeamSupport to the company's more than 150 support center specialists.

“ATPA's goal is to make certain every caller is extremely satisfied with their experience,” said Len Neuhaus, vice chairman and chief financial officer. “We maintain a superior satisfaction rating from the providers and members that contact us for administered benefits. TeamSupport helps us be more efficient and effective at sustaining that high level of customer service; all incoming calls are reviewed to ensure our customer service representatives and analysts comply with ATPA quality metrics.”

“Team Support is vital to our ability to ensure strict compliance with HIPAA [patient privacy] regulations, as well as to deliver education to members about their administered benefits, consistent with public health policy,” added Arron V. Robles, ATPA's call center operations manager. “Procedural compliance, especially for the healthcare industry, is a critical aspect of customer service; the TeamSupport solution gives us a solid infrastructure for compliance monitoring, a key factor in our decision to implement their technology.”

"We are extremely pleased that ATPA chose to deploy our software throughout their call center operations," said Robert C. Johnson, CEO of TeamSupport.com. "The business intelligence ATPA is gaining from the TeamSupport integration with their exciting system gives the company a competitive marketplace edge with more immediate and accurate customer interaction data ... it enables ATPA to better anticipate client needs and continue setting a very high bar for customer service within their industry," Johnson 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," explained Johnson. "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 Associated Third Party Administrators (ATPE)

[Associated Third Party Administrators](#)® (ATPA®) was formed nearly 15 years ago through a consolidation of two long established companies, founded at about the same time and having more than 40 years of experience and leadership in employee benefits administration. ATPA continues to operate from a pioneering base in computerized application technology for the administration of [Taft-Hartley](#) multi-employer trust funds. The company processes \$2+ billion of employee benefit contributions and the transfer of more than \$500 million in premiums to HMOs and insurance companies annually. ATPA specializes in collective bargaining agreement administration, and is an industry leader in optimizing best business practices, cost containment and operational efficiency.

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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