

TeamSupport.com Wins Best of SaaS Showplace Award

Software-as-a-Service Customer Support, Product Management, and Bug Tracking System Encourages Better Communication and Greater Collaboration

Wellesley, Mass. - February 16, 2010. [THINKstrategies, Inc.](#), the leading strategic consulting company focused on the business implications of the on-demand services market, announced today that [TeamSupport.com](#) has been named the latest winner of the [Best of SaaS Showplace \(BoSS\) Awards](#) program, which is aimed at promoting the measurable business benefits being delivered by today's Software-as-a-Service (SaaS) solutions.

The [BoSS Awards](#) program was announced in January 2009 by [THINKstrategies](#) as an initiative aimed at bringing greater attention to SaaS and cloud computing companies that are producing tangible business benefits for specific user organizations. These benefits include increased sales, lower costs, higher customer satisfaction, faster operations and greater profitability.

[TeamSupport.com](#) is a wholly-owned subsidiary of Muroc Systems, Inc., a Dallas-based holding company focused on developing productivity enhancing software products delivered via the SaaS model. TeamSupport.com's integrated SaaS-based customer service, product management, and bug tracking system allows manufacturers, their customers, and key client-focused teams to better communicate so they can reduce the time and cost to perform critical business functions.

An example of TeamSupport.com's measurable business benefits is [Data Financial, Inc.](#) which has been serving the financial systems and equipment needs of banking, retail and casino gaming industry clients since 1983. By using TeamSupport.com's on-demand customer service and help desk application, Data Financial has saved \$3,200 in labor, two weeks of software development time and \$1,200 in travel/lodging expenses per installation, representing over \$100,000 savings over the past year. The company also saw their 'new concept to release' time reduced by as much as 40 percent, depending on the complexity of the release.

It is for these reasons that [TeamSupport.com](http://www.team-support.com) has been named a Best of SaaS Showplace Award winner. A summary of the company's winning BoSS Award submission can be found at <http://www.saas-showplace.com/awardSummary.php?key=1129>].

"We are extremely pleased to be recognized by THINKstrategies and the SaaS Showplace for the business value of our on-demand solution," said Robert C. Johnson, CEO of [TeamSupport.com](http://www.team-support.com). *"We recognized the need to keep everyone, customers included, in-the-loop. By breaking down the barriers between help desk and bug tracking systems, TeamSupport.com lets everyone work from the same knowledge base; that enhances internal and external communications, which translates into happier customers and a better product."*

"As organizations become more dispersed and dependent on third-party relationships, they need new mechanisms to communicate and coordinate their activity," stated Jeffrey M. Kaplan, the founder of the [SaaS Showplace](http://www.saas-showplace.com) and Managing Director of [THINKstrategies](http://www.thinkstrategies.com), the strategic consulting firm which conceived and administers the Showplace. *"TeamSupport.com's SaaS-based solutions encourage better communication, collaboration and coordination inside and outside organizations to achieve their business objectives."*

A list of previous winners of the BoSS Awards can be found at <http://www.saas-showplace.com/registerforbossaward.html>.

Based on the success of the BoSS Awards program which focuses on SaaS solutions, THINKstrategies has launched the [Cloud Computing Business Value \(CCBV\) Awards](http://www.thinkstrategies.com/cloudcomputingawards.html) program to recognize companies which are delivering **Infrastructure-as-a-Service** (IaaS) and **Platform-as-a-Service** (PaaS) solutions producing measurable business benefits for their customers. For more information regarding the CCBV Awards, go to <http://www.thinkstrategies.com/cloudcomputingawards.html>

###

About the SaaS Showplace

[Software-as-a-Service \(SaaS\) Showplace](#)® is a service of [THINKstrategies, Inc.](#) This Showplace was established in 2006 to provide,

- IT/business decision-makers a quick directory of the leading SaaS providers and a convenient source of valuable insight regarding SaaS trends.
- SaaS providers a targeted tool to increase their visibility among enterprise decision-makers, and gain access to key enabling technology suppliers.
- Enabling technology suppliers a specialized platform to increase industry awareness regarding their SaaS solutions.

The SaaS Showplace is now the largest and highest ranked, vendor-independent, online directory and resource center of industry best practices in the SaaS market. For more information, go to www.saas-showplace.com or www.thinksaas.com.

###

About the Best of SaaS Showplace (BoSS) Awards

The [BoSS Award](#) program was launched in 2009 as an ongoing initiative to identify and promote SaaS, and 'cloud computing', companies which are offering on-demand solutions which are generating measurable business benefits for their customers.

BoSS awards nominations are not only accepted on an ongoing basis, but more than one winner can be awarded in each SaaS Showplace [Application](#), [Industry](#) and [Enabling Technology Supplier](#) category.

BoSS award winners are given special designation on the [SaaS Showplace](#), with a summary of their award-winning solution(s) and customer success story. Award winners are also recognized in the [SaaS Showplace newsletter](#) distributed to over 12,000 subscribers, and are able to promote their award designation on their website and in pre-approved company material.

For more information or to nominate a BoSS award winner, go to <http://www.saas-showplace.com/registerforbossaward.html>.

###

About THINKstrategies, Inc.

[THINKstrategies, Inc.](#) is the only strategic consulting services company formed specifically to address the unprecedented business challenges facing IT managers, solutions providers and investors today as the technology industry shifts from a product-centric to a services orientation.

[THINKstrategies'](#) mission is to help our clients re-THINK their corporate strategies, and refocus their limited resources to achieve their business objectives. THINKstrategies helps enterprise decision-makers with their sourcing strategies, IT solutions providers with their marketing strategies, and VCs with their investment strategies.

In addition to the [Software-as-a-Service Showplace](#), THINKstrategies is also the founder of the [Managed Services Showplace](#), a vendor-independent, online directory and information resource center of managed service solutions.

For more information regarding THINKstrategies' unique consulting services, visit www.thinkstrategies.com, or contact us at info@thinkstrategies.com.

#