



(Dallas, TX October 18, 2010) [TeamSupport.com](http://www.TeamSupport.com) (<http://www.TeamSupport.com>) – a trend setting provider of SaaS-based customer service and help desk tools – today announced a successful deployment of the company's Enterprise Edition by New Tech Computer Systems. The Shreveport, LA based software company develops and supports specialized systems that facilitate the day-to-day business practices of institutional and retail pharmacies, as well as alternate care facilities such as nursing homes and health clinics.

Charged with establishing a call center styled support department and preparing the company's Alternate Care Group for significant anticipated growth, operations manager Ron Pettitt researched a wide range of product offerings. "Right off the bat, TeamSupport seemed easier to use with enough 'out-of-the-box' features to get my team moving," he declared. "We were up-and-running in a single day ... TeamSupport's intuitive layout and functional metaphors made it a gem to implement; it's become the center of our world. Internal communications have really improved and, with email notification, it's rare that anything falls through the cracks." The Group is also making good use of TeamSupport's recently introduced Inventory tracking and Wiki modules.

"We are very pleased to have New Tech Computer Systems on-board," said Robert C. Johnson, president of TeamSupport parent Muroc Systems. "It's gratifying to know our software has a role in improving the efficiency of healthcare delivery."

Used by customer support and corporate help desks worldwide, TeamSupport is easily configured and customized; the application is offered in several reasonably priced, upgradeable versions. TeamSupport is scalable from a simple help-desk application to a 100+ seat enterprise-wide customer support and product defect tracking system.

About New Tech Computer Systems

Founded in 1978, New Tech Computer Systems (www.newtechsys.com) is headquartered in Shreveport, LA as a subsidiary of Morris Dickson Wholesale Pharmaceuticals, established in 1841. New Tech develops and maintains specialized software systems designed to facilitate the business practices of retail and institutional pharmacies, as well as alternate care facilities such as nursing homes and health clinics. The company currently operates in seven states and is actively expanding. Please visit http://teamsupport.com/case_study6.php for the full case study.