



**For Immediate Release**

## TEAMSUPPORT.COM REPORTS STRONG SALES AND REVENUE GROWTH IN 2010

(Dallas, TX February 8, 2011) **TeamSupport.com**

(<http://www.TeamSupport.com>) – a trend setting provider and rising star in the realm of Software-as-a-Service (SaaS) based help desk and customer support solutions – today declared 2010 a banner year for the expanding company. The number of businesses adopting TeamSupport rose more than 300 percent over the previous year, including such industry segment leaders as CoverMyMeds, DG Fastchannel, East Point Systems, Edgecast, JewelMint, and the NBA Network.

"Annual Contracted Revenue for TeamSupport grew by a factor of eight and individual seat licenses quadrupled," proclaimed Robert C. Johnson, president of TeamSupport parent Muroc Systems. "Our team's focus on customer feedback led to the release of many user-centric enhancements, such as **Family Tickets** to associate support write-ups with one another; user-defined **Tags** and **Ticket Queue** to help organize and set priorities; **Inventory** for businesses to track their physical assets; and **E-Mail Templates & Routing** tools to help companies manage and customize client correspondence. We tripled our staff in 2010 and have significant plans for expansion going forward," Johnson concluded.

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 TeamSupport**

**TeamSupport.com** is a wholly-owned subsidiary of Dallas, TX-based Muroc Systems, Inc. (<http://www.MurocSystems.com>), a holding company focused on developing productivity enhancing software products delivered via the Software-as-a-Service (SaaS) model.

TeamSupport.com contact: Eric Harrington / [Press@teamsupport.com](mailto:Press@teamsupport.com)  
800-596-2820 ext.806

# # #