



For Immediate Release

**NETWORKEDHELPDESK.ORG
WELCOMES TEAMSUPPORT.COM**

**ALLIANCE OF CLOUD-BASED HELP DESK PROVIDERS
ADVOCATES FOR OPEN STANDARDS**

(Dallas, TX August 2, 2011) **TeamSupport.com** (<http://www.TeamSupport.com>) – an emerging leader in SaaS-based customer service and help desk tools – today announced their membership in [NetworkedHelpDesk.org](http://www.NetworkedHelpDesk.org). The organization, a collaboration of similarly focused software providers, is committed to delivering a superior customer experience by creating seamless communication streams between the participating partners and suppliers.

"We are very pleased to join other industry leaders such as Atlassian, Service Now and ZenDesk in advancing the goals of NetworkedHelpDesk.org," said Robert C. Johnson, CEO of TeamSupport. "Our clients typically rely on specialized software tools from multiple vendors for their CRM, ticketing, bug-tracking and related customer support workflows. Participating in this initiative gives us the opportunity of contributing to standards and APIs for increased interoperability among complimentary products – that's a "win-win" for TeamSupport and our customers."

Employed 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.

NetworkedHelpDesk.org members include top-tier developers of cloud-based products such as ticketing systems, bug trackers, knowledge bases, customer relationship management software, and more. Additional information may be found at NetworkedHelpDesk.org.

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.

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