



For Immediate Release

TEAMSUPPORT.COM STREAMLINES PET CARE AT INTOWN VETERINARY GROUP

(Dallas, TX February 7, 2012) **TeamSupport.com**

(<http://www.TeamSupport.com>) – the popular provider of web-based customer support and help desk software solutions – today announced a successful integration of the company's Enterprise Edition by the InTown Veterinary Group ([IVG](#)), a New England provider of compassionate care to pets and their families.

With some 300 professionals and support staff in four 24 hour veterinary hospitals, IVG decided on TeamSupport as the most flexible system to meet the needs of their growing organization. "It had all the help and ticketing features, along with progressive, user customizable options we needed, *and* TeamSupport's cost was reasonable," said hospital manager Luanne Barry. "We turned it on and people started using it with little need for formal training. It's become our preferred method of communication; members know what's happening and stay up-to-date reviewing open and previously answered support issues." The full case study is available at http://teamsupport.com/case_study10.php

"We appreciate the opportunity to help IVG grow and improve their intra-company communication and collaboration," said company CEO Robert C. Johnson. "We designed TeamSupport to tear down workgroup barriers and promote the kind of information sharing that satisfies customers and leads to a more profitable enterprise."

Used by customer support and 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.

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About IVG

Established in 1979, IVG's veterinary professionals provide pet owners with the most comprehensive and advanced medical care available. With three hospitals serving the greater Boston area, and one in Portsmouth, NH, the IVG network provides board-certified specialty services, sophisticated diagnostics, and emergency/critical and general care. For more information, please visit www.IVGHospitals.com

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