



For Immediate Release

**TEAMSUPPORT.COM RECOGNIZED AS AN "INNOVATOR"
BY INFO-TECH RESEARCH GROUP**

**EARNES HIGH SCORES AMONG CSM PLATFORMS IN VENDOR
LANDSCAPE REPORT**

(Dallas, TX April 2012) **TeamSupport.com** (www.TeamSupport.com) – the popular provider of web-based customer support and help desk software solutions – has been recognized as an Innovator in Customer Service Management (CSM) and received high scores for Affordability and Strategy in a recent evaluation report conducted by [Info-Tech Research Group](#) titled "Vendor Landscape Plus: Customer Service Management Platforms."

"TeamSupport's product offers Help Desk and customer service capabilities, making them a more comprehensive solution for businesses," said Tim Hickernell, Associate Lead Analyst, Info-Tech Research Group. *"TeamSupport is particularly responsive to customer feedback and has been proactive in quickly turning customer requests into new features and tools."*

Info-Tech Research Group Vendor Landscape reports recognize outstanding vendors in the technology marketplace. Assessing vendors by the strength of their offering and their strategy for the enterprise, Info-Tech Research Group Vendor Landscapes pay tribute to the contribution of exceptional vendors in a particular category.

"It is extremely gratifying to see our efforts recognized by a leading source of industry research and analysis," said company CEO Robert C. Johnson. "We understand the importance of responsive customer service; TeamSupport strives to provide every client, regardless of size, with a 'Golden Rule' experience."

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., a holding company focused on developing productivity enhancing software products delivered via the Software-as-a-Service (SaaS) model.

About Info-Tech Research Group

With a paid membership of over 25,000 members worldwide, Info-Tech Research Group (www.infotech.com) is the global leader in providing tactical, practical Information Technology research and analysis. Info-Tech Research Group has a fourteen-year history of delivering quality research and is North America's fastest growing full-service IT analyst firm.

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