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## NTRsupport for Green IT and Efficiency

Reduce travel and  
increase productivity  
with NTR's web-based  
IT support solution



*"NTRsupport helped us become greener by reducing travel, but it also helped enhance customer service by empowering us to handle issues much more quickly and effectively"* - Rob Hausner, founder and manager, VAR2, authorized Sage Software Business Partner.

NTRsupport is a green strategy that makes bottom-line sense, saving your organization money while protecting the environment. Instead of your help desk personnel sitting in traffic, they'll diagnose and repair IT issues over the web, from their desks. The result: Issues are resolved faster, your help desk gets more done, and less CO2 is discharged into the atmosphere. NTRsupport delivers:

- The power to resolve support issues in minutes, during the first call
- Reduced environmental impact: If your techs eliminate only one 71-mile support trip a week, that's an estimated 63 pounds of CO2 not discharged into the atmosphere
- Cost savings and increased productivity
- An environmental business profile presented to a public clearly interested in knowing how companies are doing their part to heal the planet: A recent survey showed 70% of consumers want climate change claims made by businesses to be proven
- Simple and fast training for customers and employees
- A proven and economical method for effective sales demonstrations
- Proven security and the flexibility of multi-platform support
- The smallest-available download to start client sessions faster
- The risk-free assurance of knowing you're working with a proven leader with more than 12,000 customers around the world

## ADVANTAGES

- Built for remote support from the ground up, not from a meeting product
- Highest level of security in the industry, 256 bit AES
- Smallest and fastest download to start client session
- Multiple license and deployment models
- Start a session in one of seven different methods
  - Chat
  - Voice call
  - Via email
  - Via website
  - VoIP
  - VidIP
- Immediate real-time visibility
- Employ any of five modes for sharing or controlling a customer's computer:
- Total Control - Operator controls the customer's computer
- Observer - Operator views the customer's desktop
- Administrator - Operator has service level control with power to reboot and reconnect and maintain the session even after it has been closed
- Desktop Share - Shared control of the customer's computer
- Demonstration - Online presentations, demonstration or training for up to five people conducted from the Operator's desktop
- Firewall Flexibility
- Online /offline help button

## INTEGRATION

- Integration Toolkit
- Remedy
- Business Intelligence software (BI)
- Siebel CRM
- Sage
- LDAP
- ACD and CTI
- Salesforce.com CRM- App Exchange Certified



## COMMUNICATIONS

- Powerful and easy-to-use chat
- Proactive chat



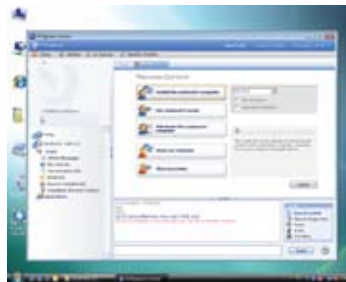
- Drawing, highlighting and demonstration tools
- Audible alerts
- Chat, voice, and video support
- Customizable branding support

## CUSTOMER SERVICE FEATURES

- Simplified customer contact options
- One-click escalation and incident routing
- Optimized customer chat routing
- Co-surfing
- Multiple session capabilities
- Intelligent routing through pre-chat surveys
- Quality assurance through post-chat surveys
- Direct support for third party applications

## REMOTE CONTROL

- Simplified customer contact options
- One-click escalation and incident routing
- Optimized customer chat routing
- Co-surfing
- Multiple session capabilities
- Intelligent routing through pre-chat surveys
- Quality assurance through post-chat surveys



## ADMINISTRATION AND SECURITY

- One-stop administration console
- Market leading data security
- Support for billing-per-time used
- Detailed session activity review
- HelpDesk activity and performance monitoring



## Strategic staffing and training decisions should be based on hard facts, not guesswork!

Unlike competitors, NTRsupport's reporting capabilities provide real-time actionable information on support representative activity such as connection times, number of conversations established, messages answered and the website pages from which the greatest number of queries have been made.

## MULTI-PLATFORM SUPPORT

### NTRsupport Administrators and Operators

Operating System:

Windows 9X, 2000, NT, ME, 2003, XP, Vista, Mac 10.3.9 or later

Browser:

Internet Explorer 5.5, Netscape 6, Firefox 1.0, Opera 8.0, Camino 1.0, Netscape 6

### Remote Customers

Operating System:

Windows 9X, 2000, NT, ME, 2003, XP, Vista, Mac 10.2, Linux (Any Linux distribution of Kernel 2.4 or 2.6 including Ubuntu, SUSE, Fedora, Debian, Mandriva, and others), Microsoft Windows Mobile (Windows Mobile 2003, Windows Mobile 2003 SE, Windows Mobile 5 and Windows Mobile 6 Professional and Classic)

Browser:

Internet Explorer 5.0, Netscape 6, Firefox 1.0, Opera 9.0, Safari 1.0, Camino 1.0, Konqueror, Epiphany



## CONTACT US

To learn more about NTRsupport or to chat live, visit [www.ntrsupport.com](http://www.ntrsupport.com)

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# Save an hour on each service desk request

*"We use NTRsupport daily to reach out to thousands of customers on various platforms. We will not compromise service quality by offering anything less than the robust, all-in-one, proven solution we gain with NTRsupport"*

- Aaron Rose, senior managing consultant for Progent, an IT consulting firm.