NTRglobal Launches Integrated Remote Desktop in Spiceworks

Dallas, TX, June 28, 2011— NTRglobal today launched a fully integrated remote desktop support plug-in for the Spiceworks help desk. Designed for managed service providers (MSPs), the NTRglobal Remote Desktop for Spiceworks accelerates problem resolution, enhances customer experience and reduces overall support costs.

NTRglobal Remote Desktop complements the Spiceworks help desk and optimizes productivity by allowing support agents to assist customers without leaving the Spiceworks environment. MSPs can conduct scheduled and on-demand remote sessions with customers across multiple platforms, and track session history within the reporting and ticketing features of the Spiceworks help desk for clear accountability and easy invoicing.

Built on a modular cloud platform, the plug-in leverages NTR's API architecture to provide a deeply integrated remote desktop solution for help desk users who form part of the Spiceworks community. The plug-in also offers MSPs enterprise-grade security guaranteed by NTRglobal's global network of relay servers. MSPs and IT professionals in Spiceworks can download a 30-day complimentary trial in the Spiceworks "Extension Center," after which they can purchase a $390 annual license.

According to Michael Kessler, NTRglobal's Vice President of Global Business Development, "NTRglobal Remote Desktop for Spiceworks is very competitively priced compared to other solutions. MSPs can optimize their help desk workflows and increase first call resolution right from the Spiceworks console."

Kevin McKeown, Spiceworks Vice President of Sales and Business Development, said, "The NTRglobal Remote Desktop for Spiceworks enhances our help desk functionality and allows us to better serve our growing community of IT professionals."

About Spiceworks

Founded in 2006, Spiceworks™ is the world's largest and fastest growing social business network for IT. By combining free IT management software with a Facebook-like community, Spiceworks helps over 1.5 million IT professionals discover, buy and manage $252 billion worth of technology products and services each year. Spiceworks is headquartered in Austin, Texas and backed by Adams Street Partners, Tenaya Capital, Institutional Venture Partners (IVP), Austin Ventures and Shasta Ventures. For more information visit:http://www.spiceworks.com.

About NTRglobal

Millions of users rely on NTRglobal's flexible, modular solutions to manage hundreds of thousands of devices. The NTR Cloud integrates seamlessly with MSPs, enterprise help desks and OEM partners to deliver global IT management, automation, remote access and support services. Data transfer and storage are protected through the extensive NTRglobal SSL network and ISO 27001-certified data centers spanning the Americas, EMEA and Asia Pacific.

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