

NTRglobal Participates in ConnectWise IT Nation Partner Summit

Integrated Remote Support Solutions Showcased

Dallas, Texas, November 2, 2011 – NTRglobal, a specialist in cloud-based help desk and ITSM delivery systems, today announced its participation in the 7th annual IT Nation Partner Summit, the annual IT industry event held by ConnectWise November 9-11 in Orlando. IT Nation provides IT solution providers and the entire channel ecosystem the opportunity to learn, collaborate with peers, and sharpen their business through targeted breakout sessions, hands-on labs and town hall meetings.

NTRglobal's secure remote connectivity technology forms the core of ConnectWise Chat & Remote Control, a joint development that enhances client experience, increases profitability, and improves help desk employee performance by enabling support technicians to assist multiple clients at the same time. The technology integrates seamlessly within the ConnectWise ticket management system and records all session details for clear accountability.

Domenick Lionetti, NTRglobal vice president of sales, said "IT Nation provides the ideal opportunity to illustrate how ConnectWise PSA partners can grow their business, reduce overall support costs and enhance customer satisfaction by integrating remote desktop and secure chat functionality."

ConnectWise COO David Bellini added, "We integrated NTRglobal technology to streamline our own support operations and saw immediate results. Support agent productivity increased by more than 50% and customer satisfaction ratings jumped significantly. We're convinced that our partners will experience the same dramatic results."

IT Nation 2011, with over 1,600 attendees, will be held November 9 to 11 at the Hilton Orlando Bonnet Creek in Orlando, Florida. NTRglobal will exhibit in Booth 602 in the Solutions Pavilion.

