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TMA Resources Selects Parature's On Demand Help Desk Software

Software provider's strategy includes extending help desk to mobile devices to provide continuous customer support

MCLEAN, VA – February 13, 2006 - Parature, provider of award-winning, on demand customer support software, announced today that TMA Resources, a Virginia-based provider of association management software products and services, has selected Parature's Help Desk Software Solution to enable more efficient and cost effective internal support. Recognizing the inefficiencies behind supporting an in-house system, TMA Resources decided to implement new help desk software. "After working with the Parature services team, I had our support Web site up and running in a week, which makes me look great! The Parature solution is affordable and has even more features than we were originally sought," stated Pablo Juarez, Manager, IT and Hosting Operations at TMA Resources.

With only one person managing TMA Resources help desk, which supports more than 150 employees, the hosted aspect of Parature's help desk software is an enormous benefit. "With Parature, someone else manages the system, the maintenance, and all of the updates. I can focus on supporting our employees, rather than administering an entire system," noted Juarez. He went on to explain that Parature even allows him to tie support into mobile capabilities. "I have the solution set up so that it pages my Blackberry device if critical issues come in. I know that people are supported twenty-four seven, and I can sleep more easily at night."

The home-grown system TMA Resources used prior to Parature had included basic tools, but did not offer a proactive, scalable solution. "With our old system, essentially whoever yelled the loudest, got support. I would have had to have asked for additional capital to build it out to meet our needs," stated Juarez. After researching a number of help desk software systems, including Intuit© Track It!, and speaking to current Parature clients, TMA Resources chose Parature for its comprehensive functionality and overall fit with the organization. "Selecting Parature was a simple matter. The rich interface, powerful back-end, and extensive customization abilities were exactly what we wanted. Overall, it is just a fantastic product," said Juarez.

To learn more about the benefits of selecting a hosted solution, click [here](#) for Parature's free White Paper entitled [10 Reasons to Get Your Software as a Web Service](#).

About Parature

Parature, provider of award winning, on demand customer support software, enables companies to improve their internal and external support while reducing costs. Through its suite of modules, Parature enables companies to provide critical self-servicing information on a 24x7 basis via the web, resulting in reduction of inbound support load and therefore reducing support costs. Continually growing, Parature serves industry leaders such as Office Depot, ATI Technologies Inc. and Florida State University. For more information on the full features available in Parature, or to sign up for the FREE 30 Day Trial, please visit www.parature.com.

About TMA Resources

Headquartered in Vienna, Va., TMA Resources, Inc. and its team of highly skilled professionals produce a member relationship software solution, TIMSS™, for some of America's most prestigious professional societies, trade associations, labor unions, and other member-centric organizations. In 2005, TMA Resources ranked 344 on the Software 500 annual listing of the world's largest software companies. For more information about the company, visit www.tmaresources.com.

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