



FOR IMMEDIATE RELEASE

David Manzer
(512) 990-3994
pr@mindovercorp.com

Mindover Software Introduces New Customer Support Desk

New support desk a response to growing demands for software and business process support.

Austin, Texas – December 9, 2008 – Mindover Software announced it has recently introduced a new support desk service in response to growing demands from new and existing customers in Texas and throughout the US.

“Our customers are looking for ways to improve their productivity and reduce costs in the face of a tough economy,” said Lloyd Smith, President of Mindover Software. “Because our customers trust us to come up with new and innovative ways to help run their businesses, we saw the investment in a new support desk as a must.”

Mindover Software built the new support desk using CRM software it resells from Sage. “We used SageCRM as the foundation of our new support desk,” Smith said. “Because it is so easy to develop work-flow processes in SageCRM, we created a highly versatile solution that allows us to track the status of every customer support request.”

The new support desk is initiated when a customer sends an email to the support address. Once an email is received, SageCRM then replies automatically with a confirmation of receipt back to the customer. A new support case is created and CRM sends an email to the primary and secondary consultants for increased visibility and follow-up. The request is also forwarded to a supervisor to ensure the case is tracked and resolved in a timely manner.

“We believe our customers deserve the best service possible for their business critical applications,” Smith stated. “If accounting software fails, then the pain is immediate. The customer can’t invoice, enter orders or see inventory availability, all of which impact cash flow. In an economy with little margin for error, our customers simply can’t afford the down-time.”

“It’s not just about accounting software either,” added Smith. “We provide our customers with many business software solutions needed to run their daily operations. From CRM software for sales pipeline and customer service management to e-commerce sites that seamlessly connect with accounting and shipping software. If any one of these pieces in the chain fails, we have to find a resolution with the greatest speed possible.”

About Mindover Software

Mindover Software is a Sage Software business partner and offers a broad range of front and back-office solutions including Sage Accpac ERP, Sage MAS 500, SageCRM and Iciniti E-Commerce. From offices in Austin, Dallas and San Antonio, Mindover Software’s staff of professional consultants carries out the company’s commitment to high-quality results and customer satisfaction. Learn more at www.mindovercorp.com or by calling toll-free (866) 990-3994.
