



Global Support Software Corporation Ranked As One Of The Fastest Growing Technology Companies in North America

Virginia Beach, Virginia (October 19, 2005)— Global Support Software Corporation (GSS) today announced that it ranked Number 413 on the 2005 Deloitte Technology Fast 500, a ranking of the 500 fastest growing technology companies in North America. Rankings are based on percentage revenue growth over five years, from 2000–2004. GSS grew 314 percent during this period.

Global Support Software President and CEO, Scott Bleakley, credits the growth over the past five years to the GSS team's commitment to delivering comprehensive support desk solutions that provide enterprise level functionality at SMB prices. Bleakley said, "This recognition further confirms our business model of providing superior 100% Web based support solutions coupled with the industry's leading post sales support. This model will allow GSS to continue to be the fastest growing support desk company in the world".

"Making the Deloitte Technology Fast 500 is commendable in today's highly competitive technology industry," said Tony Kern, deputy national managing principal of Deloitte's Technology, Media & Telecommunications industry practice. "We congratulate Global Support Software Corporation on being one of the 500 fastest growing technology companies in North America. "Attracting enough customers to attain such fast growth over five years makes a strong statement about the quality of a company's product and its leadership. Global Support Software has shown the right stuff for growth."

In addition to making Deloitte's Technology Fast 500, GSS also ranked 40th on the Virginia Technology Fast 50, which is a ranking of the 50 fastest growing technology firms in Virginia.

Overall, companies that ranked on the 2005 Technology Fast 500 had growth rates ranging from 240 to 73,752 percent over five years, with an average growth rate of 2,408 percent.

Fast 500 Selection and Qualifications

The Fast 500 list is compiled from Deloitte's 15 regional North American Fast 50 lists, nominations submitted directly to the Fast 500, and public company database research. To qualify for the Fast 500, entrants must have had year 2000 operating revenues of at least \$50,000 USD or \$75,000 CD for the United States and Canada, respectively, and 2004 operating revenues of at least \$1 million USD or CD.

Entrants must be headquartered in North America and must be a "technology company," defined as a company that owns proprietary technology that contributes to a significant portion of the company's operating revenues; or devotes a significant proportion of revenues to the research and development of technology. Using other companies' technology in a unique way does not qualify.

About Global Support Software

Headquartered in Virginia Beach, Global Support Software Corporation (formerly

IssueTrak, Inc.) was founded in 2001, although its roots date back to a company that specialized in custom software development since 1992.

The GSS Help Desk, Support Desk, Issue Tracking, and Asset Management Solutions provide a complete problem resolution engine including Active Directory Support, Remote Control, Billing, and Incoming E-Mail Processing. Based on Microsoft SQL Server database technology, GSS solutions are designed from the ground up to be fast, extremely easy to use, and provide 100% remote Web access.

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