



# Press Kit

CrossTec Corporation  
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## Company Profile

### Corporate Information

*Founded* 1996

*Headquarters* 500 N.E. Spanish River Blvd., Suite #201  
Boca Raton, FL 33431 USA  
Voice (561) 391-6560, Fax (561) 391-5820

*Overview* CrossTec Corporation, based in Boca Raton, FL, distributes an award-winning line of management solutions for IT security, education technology and help desks. The company mission is to market enterprise tested products which offer a substantial feature set but at a great value to customers. Privately held CrossTec provides sales and support to Reseller partners, corporations, government agencies and educational institutions. CrossTec offers toll-free pre- and post-sale technical support to prospects and CrossCARE Maintenance customers.

CrossTec is a member of the Help Desk Institute and CMP's Channel Advocate Program. The company is proud to have been nominated two years in a row as the top South Florida Software company by the South Florida Business Journal and is listed in the top ten of networking software providers in Florida. Recently, CrossTec opened a branch office in Grand Rapids, Michigan to focus on security product distribution.

### *Senior Management*

David J. Richards  
President and General Manager

Jeff Bowser  
Vice President of Technical Services

Turner Dean  
Vice President of Sales

Jeff Richards  
General Manager of Security Products Division/Michigan Office

Jeff Dell  
Vice President of Development



## CrossTec IT Management Solutions

### Education Technology



#### CrossTec SchoolVue™

Using CrossTec SchoolVue, an Instructor can broadcast their screen, multimedia files, or any student's screen to other participants; record and playback screen sessions; monitor students as they work; restrict the use of applications and web sites, printers and removable media such as USB drives; carry on bidirectional text or audio conversations and lectures; create, administer, monitor and automatically grade tests; remote control a student PC for one-on-one instruction and much more.



#### CrossTec Secure™

CrossTec Secure protects an organization's Windows® operating systems and desktops from unwanted or malicious changes. CrossTec Secure prevents users from deleting critical files and applications, making unauthorized changes to the desktop or system, saving or using unauthorized programs, using USB or CD drives, and harming the operating system. While CrossTec Secure is designed for organizations that do not use Windows Active Directory, it can also provide additional functionality to those who do.

### Security Management



#### Activeworx Security Center™

Activeworx Security Center is a security information management system that provides real-time monitoring with alerts, audit and compliance reports, and tools for advanced, in-depth forensic analysis. Activeworx consolidates and manages alerts from multiple vendors and multiple types of devices. Activeworx reduces the time it takes to analyze data from multiple sources and produces real-time reports that pinpoint network security breaches and vulnerabilities. These in-depth reports provide the details necessary for regulatory compliance reporting for Sarbanes-Oxley, HIPAA, Gramm-Leach-Bliley Act and others.



#### Activeworx SMC™ (Snort Management Center)

Snort® IDS is the most widely used intrusion detection system in use today. Most of the management tools available are limited, expensive, and difficult to use. Activeworx has introduced Snort Management Center (SMC), based on the fully featured Activeworx Security Center (ASC). SMC is designed to provide a low cost (starting at less than \$400 per sensor) and user friendly solution to manage and monitor an organization's Snort® events, as well as keep Snort policies and rules up-to-date on all your sensors.



## Service Desk

### **CrossTec ResQRemote™**



CrossTec ResQRemote provides fast, easy and secure remote-support services and live screen demos, resulting in a superior customer experience and dramatic increases in productivity. ResQRemote provides an instant messaging button for web sites but also includes single-click remote control, the ability to push screens and pages to end users, file transfer, operator scripts, exit surveys, inventory reports and much more.

### **CrossTec Remote Control™**



CrossTec Remote Control is designed to provide vital tools to securely access, control and support PCs across any size operation. CrossTec Remote Control lets IT Administrators and Help Desk techs support any Windows, Mac OS X, Linux, Sun Solaris, or CE device from their desktop, Pocket PC, USB drive or from any temporary machine via an Internet browser plug-in. CrossTec Remote also provides the ability to monitor multiple PC screens in a single view or project real-time screen demos to keep your organization running at peak productivity at all times.

### **CrossTec EMS™ (Enterprise Management System)**



CrossTec EMS Combines powerful Hardware and Software Inventory with Software Distribution, Application and Internet Metering, PC Remote Control and more. CrossTec EMS ensures compliance with corporate configuration standards while simultaneously reducing the Total Cost of Ownership (TCO).

### **Richmond SupportDesk from CrossTec**



Richmond SupportDesk is a powerful and highly scalable IT service management solution that is based on the latest ITIL industry standard best practices. Built on nearly two decades of service management experience, SupportDesk integrates a broad set of feature-rich modules to deliver a high quality support solution for internal ITSM, external managed services and customer support. SupportDesk is designed to increase help desk technician productivity, serve customers faster and more effectively as well as lower the overall cost of providing support.



## Company Profile – Cont.

### *Services*      **Technical Support**

CrossTec provides no-charge, toll-free pre- and post-sale technical support to end users and our authorized resellers. Users may also fax or email questions directly to CrossTec's technical support staff or view questions and answers from the CrossTec web site. Fully functional evaluation copies of all products, along with full user documentation, are available for download or can be immediately mailed.

### **CrossCARE™**

CrossTec offers a comprehensive and scaleable support package for users of all CrossTec product lines. The CrossCARE maintenance program allows you to spend more time managing your day-to-day business operations and less time on software issues.

CrossCARE ensures that end users have access to the latest technical developments, including software upgrades, priority technical support, Web/FTP site access, on-site support and technical bulletins from CrossTec Corporation. CrossCARE protects its customer's investment by keeping them informed and productive at all times.

### **CrossTec Partner Program**

CrossTec has an award-winning partner program which resellers world-wide are using to reach new levels of success in their businesses. The program offers a comprehensive list of services and support including free evaluation software and technical support, sales and marketing materials, co-operative marketing opportunities, leads and customer referrals, upgrades and assigned reseller account contacts who provide personalized sales support.

### **To Contact CrossTec**

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## NEWS RELEASE

### **CrossTec SchoolVue™ v9 Extends Student PC Lab Management and Control Functionality**

**New printer, web and USB controls, along with Vista and enhanced wireless support, provide superior student PC management**

**Boca Raton, FL** – (May 30, 2007) CrossTec Corporation is pleased to announce the release of CrossTec SchoolVue v9. The popular classroom PC management tool now includes Windows Vista support along with tools to limit printing costs; eliminate problems associated with student use of removable media such as USB drives; enhanced wireless networking support and much more.

Using CrossTec SchoolVue, an Instructor can broadcast their screen, multimedia files, or any student's screen to other participants; record and playback screen sessions; monitor students as they work; restrict the use of applications and web sites; carry on bidirectional text or audio conversations and lectures; create, administer, monitor and automatically grade tests; remote control a student PC for one-on-one instruction and much more.

CrossTec SchoolVue v9 now includes a robust Print Management feature. Educators can allow or disable printing, pause printing, limit the number pages individual students are allowed to print, and more. CrossTec SchoolVue has also added flexible control of removable media such as USB, DVD and CD drives. Device Control will help protect schools from Malware or unauthorized programs being introduced to networks.

Wireless support in CrossTec SchoolVue v9 has been enhanced to offer improved performance over wireless access points. A new class list creation tool has also been added along with a Student Locator.

Other new product features include Keyboard Monitoring, Instant Messenger Monitoring, Search Engine Protection and a new student information bar which provides students with feedback on the current lesson, time remaining, current websites and applications that are available and quick access to request help from the teacher.

Many of CrossTec SchoolVue's popular features have also been enhanced. SchoolVue's White List capability has been improved by enabling teachers to select specific pages within an allowed web site which can be restricted. Several new test question types have been added to the Test Center along with improved test results feedback. The SchoolVue annotation tools can now be used with other programs And Windows Vista is fully supported!



## NEWS RELEASE

### **CrossTec Announces New Richmond Support Desk v6.5**

#### **New Version Features Change Management and Customer Satisfaction Surveys**

**Boca Raton, FL** – (April 17, 2007) CrossTec Corporation has announced the release of Richmond SupportDesk v 6.5. The release is a significant new version of its popular IT Service Management (ITSM) solution which adds many new features including Change Management and Customer Satisfaction Surveys. According to Dave Richards, President of CrossTec, “Based on feedback from SupportDesk’s enthusiastic customer bases developers added numerous enhancements to the service desk management solution which improve system usability and administration.”

The new Change Management feature enables change processes to be properly and efficiently controlled. Change requests can be raised against any assets, Incidents or Problems and users can approve changes through voting. Comprehensive notification and reporting keeps everyone in the loop and because Change Management is an integral component of Richmond SupportDesk, there are no additional licensing requirements.

SupportDesk v6.5 also now provides Customer Satisfaction Surveys assess service desk calls. The surveys provide configurable questionnaires that can be sent to individuals or groups of end-users to gather feedback about their support experience. Service Desk Managers now have access to essential information about the quality of service being provided.

Many other new features have been added to the v6.5 release, including Active Directory™ Quick Setup and a NEW Time Zone Feature to define the time zone where the SupportDesk server or Service Desk is located. The new version also add additional resolution codes that allow easy statistical analysis about how Incidents are resolved, and New Sign-On Capabilities including reserved sign-on that allows licenses to be allocated by named and unnamed users.

Richards continued, “ITSM solutions are increasing in prominence as service desks become increasingly important to organizations that are looking to improve their customer service by providing efficient Service Support and delivering real customer satisfaction.” Richards continued, “Building on the success of previous Richmond SupportDesk releases, version 6.5 demonstrates SupportDesk’s commitment to protecting our customer’s investment by providing enhanced functionality and ideally places Richmond Systems for the continued growth in uptake of ITIL and Best Practice ITSM.”



## NEWS RELEASE

### **CrossTec Announces New Activeworx Audit Logger to be Released in Q2**

#### **Security Log Storage Software Solution Boasts High-Speed Searches, Advanced Compression and Integration with SIEM for better reporting**

BOCA RATON, Fla. (March 19, 2007) – CrossTec Corporation announced that it will release a new audit logging tool in Q2 of 2007. The audit logging software solution will help simplify security log collection, storage and analysis. The audit logger will tightly integrate with CrossTec's security information and event management (SIEM) software solution Activeworx Security Center. The audit logging solution will boast compression in excess of 25:1, incredible search speeds, and the ability to log huge amounts of security events.

Requirements for data retention of historical logs from compliance regulations such as Sarbanes Oxley, PCI, FISMA, HIPAA and GLBA dictate a cost effective means to collect and store audit-relevant security log data from a wide range of sources. Given the variety of log formats and the ever-growing volume of logs generated, organizations need a log storage solution that can support the timely collection of large log volumes. Activeworx, which includes over 250 compliance reports out-of-the-box will now be able to search and report on massive amounts of historical data stored in ActiveLogger. For added integrity, the audit logger's data is verified using MD5 checksums.

Initial testing of the product, which will compete directly with similar offerings from Arcsight, RippleTech, SenSage and LogLogic, show benchmarks exceeding over 50,000 events per second (EPS) using 32 or 64 bit Windows machines. "One of the major benefits of the Activeworx Audit Logger is its speed of recording and searching data", says Activeworx Chief Developer Jeff Dell. "Because of the tight integration with Activeworx Security Center, users may need to store just a fraction of their data into ASC and the rest in the logger.," continued Dell, "This means users won't have to sift through all the hay just to find the needle."

The product is scheduled for release in May of 2007 and will list for under \$50,000. CrossTec will be exhibiting at InfoSec being held in Orlando, Fl on March 19 – 20 in Booth 626. CrossTec will be demonstrating Activeworx Security Center SIEM and Activeworx SMC an effective and low cost solution for Snort sensor management.



## NEWS RELEASE

### **CrossTec ResQRemote™ Helps Organizations Engage Users with On-Demand Support, Screen Demos and Live Text Chat**

#### **Free web chat utility helps sites be more interactive and productive**

BOCA RATON, Fla. (November 28, 2006) –CrossTec Corporation has released ResQRemote, a user interaction solution based on a web text chat utility that any organization can add to their Web site. If an end user needs additional assistance, ResQRemote provides optional on-demand remote control and the ability to push out real-time screen demos for training and pre-sales presentations. ResQRemote also provides operator scripts, exit surveys for feedback, hardware and software inventory reports, a management console and more.

“By adding the ResQRemote chat button to a site, organizations can reduce shopping cart abandonment by quickly answering sales questions. This helps increase customer satisfaction by engaging them in live support discussions,” said David Richards, president of CrossTec.

From the chat window an operator can easily send the user a link which enables them to download a temporary, self-extracting file which will provide a one-time remote control session. A technician can then monitor the user’s screen or take full control of their keyboard and mouse to fix problems as if they were seated at the remote PC. ResQRemote does not require software installation or firewall configuration on the end user’s side. Besides remote control, ResQRemote also permits the technician to transfer files and instantly inventory and see what hardware and software is installed the remote PC.

According to Richards, whose company has been in the remote control business for over a decade, “Our customers tell us that providing remote support to users increases first-call resolution rates by as much as 70 percent, saves them thousands of dollars in reduced over-time and travel and dramatically increases overall customer and support technician job satisfaction.”

Besides helping support departments become more productive, ResQRemote also improves the sales process. Using ResQRemote, operators can engage customers directly by using live chat. According to Richards, “Our live chat solution helps you communicate directly with visitors while they are still on your site and prepared to buy. You get a chance to explain new features and promotions, manage buying objections and convert visitors to customers.”

ResQRemote also provides an optional feature that permits the operator to push out their screen to a user for a real-time presentation.

ResQRemote’s real-time screen demos are ideal for scheduled or on-the-fly presentations, project collaboration and training. Besides saving time and travel, ResQRemote’s live screen broadcasts increase participation and interest. Demo sessions are easy to set up and users can be viewing slide shows, files or applications in under two minutes. The operator can also mark up a screen to highlight important items.



## NEWS RELEASE

### **CrossTec Corp and Richmond Systems Announce Strategic Partnership**

*US & UK companies to distribute each other's award-winning products*

Boca Raton, FL - CrossTec Corporation announced today that they have entered into a strategic alliance with Richmond Systems based in Haslemere, Surrey in the United Kingdom to distribute each other's products in their geographic regions. CrossTec provides sales and support for Activeworx Security Center, a security information management software solution developed in South Florida. Richmond Systems develops Richmond SupportDesk, a market leading help desk tracking and management solution. Both products offer a cost-effective solution for their respective IT markets.

CrossTec and Richmond share many synergies – each provides toll-free support, personalized consulting and sales along with multiple training options for enterprises, government agencies and Resellers. CrossTec and Richmond have award-winning channel programs which have proved to be market differentiators for their various product lines over the years. According to David Richards, President of CrossTec, “We are excited to be able to offer the Richmond SupportDesk solution to our family of Partners, help desk professionals and IT administrators. Like Activeworx, SupportDesk offers virtually all of the required features that the big guys have – but at a fraction of the price.”

In the past, CrossTec and Richmond successfully marketed a small Danish software company's product line. Accounting for nearly half of the world-wide sales for that company the US and UK distributors helped create the fastest growing remote control product in the world. CrossTec and Richmond are committed to broadening their product lines looking to help other IT solutions achieve similar success.

#### **About Richmond Systems**

With over 20 years of experience, Richmond Systems is and a leading provider of IT service, security and asset management solutions in the UK market. Richmond delivers industry best-practice, uncompromising security and complete flexibility to manage and support IT systems and users. Offering both modular and integrated solutions, Richmond's product range consists of IT help desk, customer service, asset management and discovery, remote control and security solutions.



## NEWS RELEASE

### **New Activeworx Security Center™ v3.6 Expands Reporting and Support Capabilities**

#### **Upgrade adds 50 reports, 15 new supported devices and added Snort® management**

BOCA RATON, Fla. (December 23, 2006) – CrossTec Corporation released version 3.6 of Activeworx Security Center, its security information and event management (SIEM) software solution. The new version includes over 50 new reports and report templates, support for ten additional devices, enhanced windows event log collection and time zone normalization for better enterprise-wide log management. The upgrade builds upon the Activeworx foundation of providing simple ways to comply with federal regulations; analyze and share real-time security data; and efficiently manage and protect networks.

When events are collected by Activeworx, the time zone is now adjusted to GMT. This allows all internal processing within the manager - including the Activeworx Correlation Engine - to base the event on a normalized, common time zone. When events are later stored, they are converted back to the time zone that is assigned to that database. For example, if an asset exists in California and an asset in New York, the user can collect events using the same collector and store events in a common time zone format for later viewing.

A popular feature in Activeworx is its extensive collection of useful compliance reports. The product includes over 200 reports for GLBA, Sarbanes-Oxley, HIPAA and PCI. The new version adds another 50 new reports along with new report templates. These new reports display information such as virus information, Systems that have been updated, User accounts locked out, and much more.

Activeworx v3.6 has added 15 new devices to its already extensive list of supported security tools. Included in the new version is support for Harris Stat, McAfee Virus and ePolicy Orchestrator and Windows Vista.

The Activeworx Windows event log collector has also been expanded to display the current status for each Windows host. It also has the ability to test WMI connectivity from within the Activeworx Desktop and quickly change between the different methods of connectivity. The event log collector has also been enhanced to better handle server connectivity and pull events that could have been possibly lost during a connectivity issue.

Activeworx v3.6 now integrates with the third party add-on product IDS Policy Manager v2. IDS Policy Manager has been the standard in managing Snort® policies on Windows since its release 6 years ago. The integration between these two products provides users with a fully integrated Snort® event management and policy management solution.