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Tridia Corporation to Revitalize its Online Support Center

Marietta, GA – September 5, 2008 – The Tridia Corporation, a leading market and industry provider for Remote Desktop Control Software Support and Administration is tackling the project of revitalizing its Online Support Center Portal. Tridia's Online Support Center was due for a much needed overhaul in design and function. The project comes at an exciting time for the company. With the leadership direction being guided by Vince Frese, President & CEO of the company his approach to the market and customer-centric focus is how the company plans to serves its clients.

"This is a more than a facelift to the Online Support Center," says Vince Frese. "It's an opportunity for us to provide the best customer experience possible both by our products we offer and the services we provide. It's not enough to be an industry leader and expert in Desktop Remote Software Support and Administration. With the changes to the industry, the stresses in IT Managed Services the focus has to be in providing our clients and listening to their needs."

The Online Support Center will have simplified navigation; user friendly and easy to understand directions; and as an added bonus Tridia software engineers have built in an iTivity Installation Wizard tool. The Wizard will demonstrate and assist new or current users through the steps of configuring an iManager and access iTivity iAgents. In addition, the Wizard also provides a configured installer for the iServer. Simply put, the new Online Support Center and its tools have been designed to be customer centric.

The Tridia Corporation stays ahead of its client needs with innovative service offerings and continuous product enhancements in its remote control software support usability and expanding its networking and operating systems technologies. As experts in the UNIX and Linux environment, Tridia applies a combination of solid technical know how to power through IT business processes through intuitive and engaging user experiences.

Founded in 1987, Tridia has been the market leader in Linux, UNIX and Windows Remote Control Access Software Solutions for almost two decades. In 2004, Tridia launched iTivity, the first self-hosted software solution for Linux, UNIX, and Windows remote support. iTivity lets IT Solution Providers standardize on a single, secure, affordable solution for accessing and supporting virtually every customer system. As a result, these companies can enjoy previously unattainable levels of efficiency, productivity and customer satisfaction.

Please find more information on the web at <http://www.tridia.com>.

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