



**FOR IMMEDIATE RELEASE - MAY 9, 2006**

## **iAdvantage Software Selects TRG as Help Desk Support for its eStudy™ Hosted Solution**

**CARY, NC (May 9, 2006)** – iAdvantage Software, Inc., a leading provider of software solutions for managing development and pre-clinical life science studies, today announced that it has selected Tech Resource Group, Inc. (TRG), a leading global provider of training and support services, to provide the help desk support for its eStudy™ hosted solution.

“TRG has a proven track record providing support to large Pharmas, including one of the world’s largest R&D groups with scientists around the world. Their familiarity supporting safety, toxicology and pharma sciences was critical in our decision,” said Larry Laws, V.P. of Sales and Marketing for iAdvantage.

TRG brings a high level of interactive help desk support to eStudy’s hosted solution clients. Their secure, web-based help desk gives eStudy users the ability to quickly report and receive resolution to their queries, search the knowledgebase, create and manage their own issues and view alert messages. In addition to the web interface, support can be requested via email or telephone. As the focal point of its telephone operations, a sophisticated telephony switch interfaced to other support tools enables intelligent, efficient call routing and flexible reporting.

“Tech Resource Group, Inc. is pleased to have been selected as help desk service provider for eStudy,” commented Major Lackey, Vice President of TRG. “Ease of use is a hallmark of eStudy in conjunction with its robust functionality and flexibility in a fully integrated solution for study and notebook design, data collection, analysis and reporting. With TRG’s help desk approach, ease of use continues through to support, meeting eStudy client demand to improve productivity and reduce time-to-market. Our common denominator is our commitment to enhanced end user performance.”

### **About iAdvantage Software**

iAdvantage is dedicated to empowering scientists and management in the pharmaceutical and biotechnology arenas with efficient, web-based electronic study management and reporting tools that automate cumbersome tasks and optimize time to results thereby improving productivity, real-time business intelligence and time to market.

iAdvantage products include eStudy™, a truly web-based solution for study design, eNotebook design, collection of data from multiple sources, multiple users and multiple locations, integration of data in real-time to a secure storage device, maintaining data integrity (complying with 21 CFR Part 11) with the flexibility of on-demand access, data analysis and reporting that is user-defined and user-controlled. iAdvantage places control in the hands of the scientist and not at the mercy of rigid study management systems.

iAdvantage is headquartered in Cary, North Carolina, near the life science and biotech hub of Research Triangle Park. More than 140 life science companies in North America and Europe use iAdvantage products in their research and development. Please visit [www.iadvantagesoftware.com](http://www.iadvantagesoftware.com) for more information.

### **About TRG**

Tech Resource Group, Inc. (TRG) is a leading provider of integrated training and support solutions to industry leaders across the globe. Founded in 1993, TRG has enhanced the performance of over 400,000 professionals worldwide through the delivery of best-in-class solutions, and earned the loyalty of its customers by delivering results. TRG’s complete solution set combines strategic learning planning and assessment, custom content design and development, blended instructor led and e-learning delivery, and interactive help desk and technical support services.

***Inquires:***

Larry Laws  
V.P. Sales and Marketing  
iAdvantage Software, Inc.  
919-469-3888 ext. 124  
[llaws@iadvantagesoftware.com](mailto:llaws@iadvantagesoftware.com)

Major Lackey  
Vice President  
TRG, Inc.  
800 874 0062  
[mlackey@trginc.com](mailto:mlackey@trginc.com)