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**FOR IMMEDIATE RELEASE**  
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## **Relais launches Support Center Plus**

Relais International is pleased to announce the launch of Support Center Plus, our new customer support system.

Debra Denault, Director of Customer Service, says "Our goal at Relais International is to continually review and improve the support that we provide our customers. Implementing Support Center Plus as our new support request tracking system is a major component towards improving support due to the robust functionality it provides not only for our support staff but also for our customers."

The new system offers Relais customers access to a web based customer portal for entering support tickets and tracking the activity of existing requests with our support team.

Relais support staff are able to tightly track and respond to customer support requests with the goal of improving turnaround time and improving our support in general. Support Center Plus provides our staff with a central repository of information about each Relais customer, the products they use, and their setup, providing up-to-date information for faster resolution of incoming support issues.

Additional benefits to our customers include the continually growing knowledge base of solutions and announcement features of the software. These features empower customers to address resolvable issues they encounter as well as educate them on new features and tips for maximizing their use of Relais products.

**Relais™ International Inc** is based in Ottawa, Canada and has been selling systems to support resource sharing, interlibrary loan and document delivery services since 1996. Relais International ([www.relais-intl.com](http://www.relais-intl.com)) assists libraries in implementing intelligent and automated methods to support requesting through to delivery of documents. Relais products range from scanning stations through to fully integrated request management, scanning and delivery software suitable for a single library through to a consortium.

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