



Press Release

ZENITH INFOTECH PROVIDES COST- EFFECTIVE MANAGED SERVICE SOLUTION FOR LOW INITIAL INVESTMENT

Managed Services Vendor Helps IT Solution Provider Tech Experts Meet High Expectations

WARRENDALE, Penn. – Feb. 2, 2010 – Tech Experts of Monroe, Michigan, is a computer support and consulting firm that specializes in meeting the IT needs of small and medium sized companies between Detroit and Toledo, Ohio. Given that relatively limited geographic area, President Tom Fox notes that his company can't be picky about what types of industries or businesses Tech Experts serves. "We don't focus on any specific vertical markets. We're more of a 'horizontal' solution provider in the SMB arena," he notes.

Consider the fact that Tech Experts has just six full-time employees, and it becomes apparent that only the most efficient operations could meet the company's hassle-free technology solutions challenge. Delivering on such a value proposition is a tall order for any IT solution provider, but especially for one that doesn't have the luxury of specializing in just one or two vertical markets. Fortunately, Tech Experts has Zenith Infotech as its partner in providing customers with comprehensive managed services solutions.

"Since deploying Zenith Infotech's managed services solutions, we've been able to increase our client base without adding staff," said Fox. "But better still, we're able to identify potential issues with our clients IT systems quickly – frequently before they even realize there's a problem."

"By leveraging services like our Network Operations Center (NOC), which has more than 600 highly specialized technicians providing 24/7/365 support, our customers are empowered to chase increasingly complex projects with confidence because they know they have backup," said Maurice Saluan, Zenith Infotech vice president of Channel Management. "This service is especially convenient when you're running a lean staff that's frequently out of the office -- or when support is needed overnight."

"Resolving overnight tech support issues now that we've engaged Zenith is literally coming into the office in the morning, looking over a service ticket that clearly outlines the issue at hand, and reading what was done to resolve the problem," said Fox. "That sure beats the 4 a.m. call telling you an email server is down."

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Zenith Infotech's Virtual NOC takes care of routine maintenance and monitoring functions such as watching and escalating alerts, reviewing backups, installing patches and implementing service packs. Zenith's NOC works behind the scenes with all interaction occurring between MSP engineers and Zenith's network operations staff, though in most incidences the NOC can independently resolve issues.

Fox recalls the process by which Tech Experts made the decision to go with Zenith Infotech as their managed services solution partner. "Our initial evaluation of the different solutions on the market showed that Zenith's required a lower initial investment." But among the other benefits of Zenith Infotech's SAAZ (Software And Application support by Zenith) system, the company's NOC stood out most prominently in Fox's mind.

Though Fox hasn't been able to put a firm dollar figure on how Zenith Infotech has positively impacted his company's bottom line, he knows it's significant. Pointing out that the salary for a service technician is tens of thousands of dollars.

"Zenith is like the engine in your car. It's there and it runs and it's not anything you have to think about. Nothing stands out because everything runs so smoothly."

About Zenith Infotech

Zenith Infotech Ltd. is a leading provider of remote monitoring and management (RMM), backup and disaster recovery, and virtual help-desk solutions for managed services providers worldwide. The company's award-winning solutions enable its technology partners to scale their business without increasing their overhead.

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