



Press Release

HEALTH CARE TECHNOLOGY INTEGRATOR PRESCRIBES ZENITH INFOTECH SOLUTIONS

WARRENDALE, Penn. – March 16, 2010 – After several years as a senior executive for a software company specializing in applications for dental offices, Javed Uddin started his own IT consulting business, also focusing on dental practices in the tri-state area of New Jersey, Connecticut and New York. Having an agreement with his former employer to market that company's software as well as his own extensive education and training in computer science, Javed brought High Tech Innovations (HTI) Inc. to life in 1997. It wasn't long before the IT consultant had a healthy roster of clients.

Today with five full-time and two part-time technicians, and three administrative personnel, the scope of HTI's services also includes integration, installation and management of all aspects of client networks. Additionally, Javed has expanded his customer base to include other medical offices along with dental practices. As health care is still the target market, HTI remains committed to providing solutions that ideally meet the unique and critical needs of these customers. And Zenith Infotech has played a key role in helping HTI achieve this mission.

"At our company, we're constantly doing research on the technology that's available to the dental and health care industries," Javed explains. In 2007, after considering managed services solutions from several companies (including Kaseya, and N-able) HTI chose managed services from Zenith Infotech, "because they had the best technology," Javed says.

"Most of the solutions out there are software driven, but you have to manage all your hardware. The beauty of Zenith is that they are managing all that," Javed observes. "We don't have to do anything. They are monitoring, they are managing, and they are resolving problems. That makes Zenith unique."

Currently about 150 of HTI's clients are being serviced by the Zenith Infotech managed services solution and Network Operations Center (NOC), but Javed's goal is to see "every client managed 24/7 by Zenith's services." He says, "As their current contracts expire, they are going on Zenith."

Javed also notes the importance attached to protecting and securing data for health care businesses — not only as a matter of good business practices, but also to comply with government regulations, most notably HIPAA (Health Insurance Portability and Accountability Act). Again, HTI has looked to Zenith Infotech for a backup and disaster recovery solution that is ideal for the job. Javed says, "Zenith provides a great solution for an IT company like ours."

The HTI founder immediately relates a story in which the Zenith BDR has proven its worth in operation. He recalls a server failure at a dental practice that ran a paperless office and was very reliant on such “high-end” tools as panoramic x-rays and 3-D imaging in providing state-of-the-art patient care. Fortunately, the Zenith Infotech BDR device was in place and backing up data at 15-minute intervals.

“In the past when they’ve gone down, they’ve gone down for days. They were very happy we were able to switch over to the Zenith standby server (BDR) and have them up and running within an hour and a half,” Javed says.

Besides the “ease-of-use” and excellent technology associated with Zenith Infotech’s solutions, Javed cites another reason why he offers them to his customers — “the cost factor.” He finds the Zenith BDR to be “very competitively priced” with the newest business continuity solutions on the market. And as for managed services, he says, “To manage a work station or a server is very reasonable. With Zenith’s expertise, you can have issues resolved while paying a very minimal amount. It allows us to make some very good margins”.

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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MEDIA CONTACT:

Lynette Bohanan, CommCentric Solutions
813-727-0196 / lbohanan@commcentricsolutions.com