



# Press Release

## ZENITH INFOTECH ANNOUNCES INTEGRATION WITH AUTOTASK PSA SOLUTION

*New open API structure gives partners maximum flexibility when leveraging professional services automation software to better run their managed service practice*

**WARRENDALE, Penn. – Aug. 3, 2009** – Zenith Infotech, a leading provider of backup and disaster recovery (BDR), and remote monitoring and management (RMM) solutions for managed services providers, today announced the integration of its SAAZ RMM tool with the leading hosted professional services automation (PSA) application from Autotask Corporation. Autotask is the first company to write to Zenith Infotech's new open application programming interface (API), which enables broad integration with complementary third-party software applications.

Zenith SAAZ's integration with Autotask's IT Service Management platform gives managed service providers deeper insight into their client networks and automates their critical business processes including:

- **Asset Discovery** – data imports from Zenith SAAZ directly into Autotask configuration records.
- **Contract and Invoice Management** – as the number of devices monitored changes, Zenith SAAZ automatically updates this information within Autotask, ensuring more accurate agreements and billing.
- **Remote Access** – a link to Zenith SAAZ from within the Autotask console enables solution providers to remotely log in to devices efficiently and conveniently.
- **True Ticket/Alert Synchronization** – that allows:
  - Automatic creation of tickets/alerts initiated from Zenith SAAZ to appear in Autotask
  - Automatic creation of tickets initiated from Autotask and assigned to Zenith to appear in Zenith SAAZ
  - Updates to tickets in either system are automatically updated in the other system
  - Round-trip ticket closure
- **Help Desk Support** – integration supports Zenith Infotech's Virtual Service Desk offering

Autotask is providing this integration at no additional cost to their managed services providers and other customers. With this integration Autotask partners will have a more detailed view of end-customer information and can automate many tasks associated with servicing their end clients.

“Our mutual customers have been asking for this integration for a long time, and we are thrilled that we can finally deliver this for them thanks to the new Zenith API,” said Autotask CEO Bob Godgart. “Autotask has become the leading PSA solution in the cloud by integrating our software with the other tools used by our customers in the IT services ecosystem. We are pleased and proud to add Zenith to our stable of integration partners.”



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“Managed services providers must transform their role from that of purely technology consultant to one that is more of a business technology advisor if they want to attain long-term success,” noted Zenith Infotech CEO Akash Saraf. “It’s not enough to know what systems their end users need to run their businesses – it’s easy to figure out how many servers you need to support the number of people in the company – instead they need to know *how and why* the technologies are used if they want to show real value. Through our new open API, we are providing the platform by which other managed service software publishers can share data and empower our mutual partners to improve their understanding of their end clients’ businesses.”

## Leading the Way in Managed Services

Both Zenith SAAZ and Autotask’s IT Services Management platforms are leaders in cloud computing. The Zenith SAAZ platform provides a comprehensive hosted environment with tools for desktop management, server & network monitoring, an advanced scripting and reporting engine and a ticketing system. The company’s data center, located in Fremont, Calif., at one of the world’s top-10 rated collocation facilities, frees managed service providers from having to add servers or placing redundant infrastructure within their own support centers. The company manages a network operations center (NOC) with more than 600 highly trained specialists providing 24/7 support to over 25,000 clients covering approximately 250,000 devices.

Autotask’s IT Service Management Software provides a comprehensive hosted environment with tools to help managed services providers run their businesses better, including service level management, workflow automation, resource management, contract management, customer relationship management, project management, outsource management, billing and reporting. The system currently supports nearly 30,000 IT service professionals in 35 countries around the world.

## About Zenith Infotech

Zenith Infotech provides easily manageable IT infrastructure and business-continuity solutions to managed services providers (MSPs) internationally. Zenith’s private-labeled Virtual NOC and Virtual Support Desk services enable MSPs to offer small and mid-sized businesses a highly scalable IT management system backed by more than 600 network engineers and senior-level support staff. Using Zenith SAAZ’s managed services platform, MSPs can efficiently and proactively monitor, manage and maintain their end-user clients’ IT systems. Zenith’s business and disaster recovery solutions also allow MSPs to replace management-intensive, error-prone tape-backup systems with onsite NAS devices, making it faster to restore critical information. Visit [www.zenithinfotech.com](http://www.zenithinfotech.com) for details.



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## About Autotask

Autotask Corporation provides the software, hardware infrastructure, and service delivery platform that allows VARs, Managed Service Providers and other IT service professionals to organize, automate, and better manage their businesses. Available anytime, anywhere over the internet with no downloads, Autotask software helps IT service professionals to streamline business operations, capture more billable hours, and collaborate virtually with anyone else in the IT industry to maximize profits. Today, more IT professionals rely on Autotask than any other software solution. For more information, go to [www.autotask.com](http://www.autotask.com) or call (518) 720-3500.