



Jerry Sheehan
Founder and Owner

Zenith Infotech has the Solution for Businesses that Can't Afford Downtime

"My clients love the guarantee we offer: quick SLAs, an offsite backup option, and quick turnaround if there is a major network or server disaster. My clients know they are getting real-time backups and have a bare metal restore option available in case the production server can't be repaired."

– Jerry Sheehan, Founder and Owner

SynchroNet Industries, Inc. provides outsourced IT managed services to small and midsize business (SMB) customers in the Buffalo, NY area. Owner Jerry Sheehan founded SynchroNet in 1998 with the mission of helping small business owners save money by streamlining their IT support and maintenance services. SynchroNet's client base of 200-plus businesses includes companies in manufacturing, legal, medical, and the energy industries. To these clients, SynchroNet delivers such IT support services as offsite backup and disaster recovery (BDR), spam management, IT project management, support desk, business planning and development.

Jerry is also a member of an elite national marketing group of managed services providers (MSPs) that enables him to stay on the cutting edge of IT services, solutions and trends. It was through this association that Jerry learned of Zenith Infotech's business continuity solution. "I belong to the largest IT marketing group in the nation, Technology Marketing Toolkit," Jerry says.

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Company: SynchroNet Industries, Inc.
Buffalo, NY

Web Site: www.SynchroNet.net and
www.BackupMyNet.com

Business Challenge: Offer small and midsize companies a superior backup and disaster recovery (BDR) solution that keeps business systems functioning with only the most minimal down-time.

Solution: With its fast virtualization capabilities, Zenith Infotech's NAS device (the heart of Zenith's business continuity solution) can be configured to function as a replacement server if needed. This unique device can also replace management intensive, error-prone tape backups while ensuring peace of mind.

Results: Zenith Infotech's BDR fits "perfectly" within SynchroNet's service-level agreements to their clients. SynchroNet can confidently and without reservation, stand behind their promise of guaranteed up-time.

Zenith Infotech Business Continuity:

Zenith Infotech's BDR solution can restore downed servers in as little as 15 minutes, or create standby servers in less than five. Under your own brand, this reasonably priced, all-encompassing solution includes:

- Frequent backups
- Multiple restore points
- Standby server virtualization
- Bare metal restorations to dissimilar hardware
- Optional offsite remote storage



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High-Reliability Earns Recommendation for Zenith Infotech's BDR Solution

"My colleagues in my accountability group highly recommended Zenith's BDR for backup and disaster recovery solutions."

Jerry recognized how well Zenith Infotech's BDR reliability would complement SynchroNet's value proposition of guaranteed uptime to customers enrolled in his company's ManageMyNet® managed services. After investigating Zenith Infotech's business continuity offering, Jerry was well satisfied with what he found — ultimately offering the service under the SynchroNet brand name of BackupMyNet.™

Referring to his company's promise to keep his client's networks up and operating, Jerry has found Zenith Infotech BDR to be every bit as good as advertised. "It allows us to fully stand behind our guarantee to our clients with no reservations," he states.

"My clients love the guarantees we offer: quick SLAs, offsite backup option, and quick turnaround if there is a major network or server disaster," Jerry says. "My clients know they are getting real-time backups (about every 15 minutes) and have a bare metal restore

option available in case the production server can't be repaired. This option allows the server snapshot to be restored to any new server hardware seamlessly. No more backup tapes, trips to the safe deposit box or dealing with error-prone backup tapes."

Typical of customers for BackupMyNet is 123 Delivery Inc., a courier service operating in Western New York, northern Pennsylvania and northern Ohio. Jerry recalls that the company was "in desperate need of backup solution and disaster recovery with an offsite option that would give them the greatest up-time and reliability."

Jerry explains, "123 Delivery Inc. offers around-the-clock expedited courier and delivery service in the Northeast. Their computers absolutely need to be available 24/7. The promise of quick up-time in case of major disaster or system failure was the Zenith feature they liked the most."

Central to the Zenith Infotech BDR solution is a network-attached storage (NAS) device. With its fast virtualization capabilities, the Zenith NAS hardware can be configured to function as a standby server if needed — providing

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*— Jerry Sheehan
Founder and Owner*

peace of mind to both the end-user clients and the managed services providers who employ the device.

Jerry confidently notes, "Upon a major server melt down, I know can have my customer's server running virtually from the backup appliance in less than an hour, as if nothing happened."

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