

## **MEDIA CONTACT:**

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## LOCAL IT FIRM GARNERS RARE INTERNATIONAL ACCREDITATION AIMED AT REWARDING ETHICAL PRACTICES IN UNREGULATED INDUSTRY

SAN ANTONIO, TEXAS, APRIL 15, 2008 – ENTRUST Technology Consulting Services announced today its accreditation by the internationally recognized Managed Services Providers Alliance<sup>TM</sup> (MSPAlliance<sup>TM</sup>) headquartered in California.

Established a decade ago, the MSPAlliance is a consortium of more than 6,000 managed service providers (MSPs) and technology vendors including powerhouses like Microsoft<sup>TM</sup> from nearly every continent worldwide. It is aimed at cultivating and rewarding only the best of the best among growing numbers of MSPs emerging in what is largely an unfettered industry that serves a marketplace often caught unaware.

"ENTRUST not only has demonstrated expertise in IT management and security, it has publicly avowed its commitment to serving and protecting its clients' IT infrastructures and assets," says MSPAlliance President Charles Weaver.

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"Every MSP or IT solutions provider is assumed to have technical expertise, but the MSPAlliance accreditation goes far beyond simple knowledge of IT," explains Weaver. "It deals with ethical business behavior, financial stability of the MSP, sound physical and virtual security practices, and adherence to the MSP Code of Ethics as well as the Consumer's Bill of Rights."

ENTRUST earned the credential for several reasons. It is an established company with a proven track record in remotely monitoring its customers' servers, firewalls, routers and switches 24/7/365. It remotely touches its clients' networks regularly to provide a wide range of proactive checks that ensure security, reliability and optimized performance. It builds in maintenance and repair into one flat fee. And it remotely manages and supports traveling laptops as well as desktops. According to the MSPAlliance, the endorsement separates ENTRUST from the non-accredited IT pack.

"ENTRUST is proud to be one of only a handful of MSPAlliance-accredited MSPs in Texas," says

Mitchell Sowards, ENTRUST consulting services manager. "It's tough to meet their high standards. We
spent five years doing the hard work of developing a mature business model, and then we formed a
partnership with ClearPointe Technologies Inc. of Arkansas, the only network operations center (NOC) in
the country also accredited by the MSPAlliance, to offer the highest level of service obtainable to our
clients who need and are willing to pay for around-the-clock care of large, mission-critical systems."

The Hanke Group is San Antonio's third-largest CPA firm and an ENTRUST/ClearPointe customer. "For our firm, computer down time has a very high cost, so we rely on ENTRUST," says CPA Andy Apple, the firm's administration director.

Apparently, Apple's confidence is well-placed. At 10 p.m. on New Year's Eve, for example, ClearPointe's NOC found The Hanke Group's servers had suddenly lost Internet connection. By 3:14 a.m. New Year's Day, just a few hours later, the technicians had completed their investigation and discovered the problem was with telephone cables at the customer's office building. At that point, the NOC alerted both ENTRUST and the telephone company and ENTRUST called The Hanke Group. "ENTRUST called both me and my IT personnel early New Year's morning," says Apple. "As a result, we were able to come in and switch out Internet access point to backup so everyone could get straight to work after the holiday during a critical time for our business."

"ClearPointe and ENTRUST provide customers like The Hanke Group with a solution recognized by the MSPAlliance for adherence to ethical and professional standards for remote management of computer networks," attests Bob Longo, ClearPointe's director of business development.

Aside from its partnership with ClearPointe, ENTRUST carries out MSP services 100 percent of the time using its own personnel who work from ENTRUST offices in San Antonio. Not all companies need nor can afford the highest level of service available. ENTRUST offers varying service levels with monthly costs ranging from as little as \$115 for a small business with one server to hundreds or thousands of dollars for a large company with an extensive network.

For more information on ENTRUST, contact Mitchell Sowards or visit www.entrust.us.com.

ENTRUST is a full-service information technology consulting firm in San Antonio with 25 years' experience in the technology industry. ENTRUST is a Microsoft Gold Certified Partner and a Microsoft Small Business Specialist specializing in small- and medium-size businesses. It is one of only a few MSPAlliance-Accredited Managed Services Providers in Texas. For more information, contact Mitchell R. Sowards, consulting services manager, ENTRUST Technology Consulting Services, 3601 Bluemel, Suite 117, San Antonio, Texas 78229. PHONE: (210) 424-3827.

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