

## Overview

The SAAZ Software platform combined with the Virtual NOC and Virtual Service Desk enables Managed Services Providers (MSP's) to offer a complete infrastructure solution to their end clients. With Zenith, business owners and management can stop working in their business to working on their business to increase current share of client wallet and maximize growth potential. Furthermore, Zenith enables Managed Services Providers to leverage their existing staffs' expertise on more complex issues and higher end project work while Zenith focuses on analyzing and researching event id's, troubleshooting failed processes and services, managing servers and ensuring security patches and Anti-Virus definitions remain up to date throughout your end client's environment.

Products Offered	Partner Benefits	Averted Risks
<b>Total Desktop Care:</b> Anti-Spyware Anti-Virus Management Patch Management Temp File Deletion	True 24x7, 365 Monitoring and Management  Scalability  Regimented proactive/preventive service delivery	Meet SLA's advertised and sold to the end client  Second set of eyes to insure Quality of Service and to fill service gaps created by understaffing
<b>Service Desk</b> Application Support US Based Team Server Support	Militarized process workflow	Skilled and trained employees leaving the company or becoming too valuable
<b>Server Watch</b> 24X7 Monitoring Analysis and Escalation	Focus of in-house IT staff on high value Project Work and Account Management	Utilizing highly skilled engineers for low skilled technical support
<b>Server Care</b> 24x7 Monitoring Remote Remediation Service Pack and Patch installation	Experts on call for application support	



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