Maclean Pronounced Kaseya MSP of the Year 2010

Auckland-based IT services company takes title to New Zealand

SYDNEY, December 10, 2010 Kaseya, the leading global provider of automatedIT systems management software, today announced Auckland-based Managed ServicesProvider (MSP) Maclean as winner of its second MSP of the Year Award. For thefirst time, the competition was open to Managed Services Providers (MSPs) fromboth Australia and New Zealand.Maclean was selected for itsoutstanding ability to successfully deploy a managed services strategy in NewZealands mid-market. Working closely with their clients in-house IT teamsproviding complementary services such as system maintenance and monitoring haswon the company a healthy portion of the lucrative 100 500 seats segment inNew Zealand.

Maclean has been a strongadvocate of managed services within the wider IT community. The MSP is activelyinvolved in the Kaseya NZ User Group, and has started assisting smallerresellers to deliver world-class managed services as a Master MSP.

Customer feedback clearlyindicated that decreasing system downtime, decreasing response time andincreasing the value businesses get from their IT departments were the mostimportant things an MSP can do. To that end, we sought technology, people andprocesses to achieve these things and have made great progress in no smallpart thanks to Kaseyas technology said Chris Maclean, CEO of Maclean.

In two years, having recognisedthe value of a managed service versus the traditional hourly rate serviceagreements, more than 65 % of Maclean clients have moved to a fixed priceagreement. By driving efficiencies through the Kaseya managed services flagshipsolution, Kaseya IT Services Edition, and its advanced automation features,Macleans contracted annuity revenue increased by 2000%, and the companys engineerutilisation rate has increased 20%.

Martin Ashby, Executive VicePresident APAC, commented: Maclean impressed us with their clear vision andwell-defined go-to-market strategy for managed services. He added: The ANZmanaged services market is one of the most advanced in the world. Macleandemonstrated that local MSPs are not resting on their laurels, but pro-activelydriving specialisation and maturity in the industry.

Earlier this week, Kaseyaunderlined its commitment to the ANZ region with the opening of its newstate-of-the-art Global Customer Service Centre in Auckland, which providesfollow-the-sun support together with a second facility in Dublin, Ireland.The service centres are the primary contact points for all customer relatedinquiries from the companys extensive customer base of over 5,000organisations around the world.

About the award

Kaseya has pledged itself tothe continuous development of the local managed services community in Australiaand New Zealand, by recognising vision, excellence and leadership among its MSPpartners with the MSP of the Year award.

Candidates had todemonstrate to a panel of independent judges how managed services have become acatalyst for innovation, business acumen and company growth.

About Kaseya

Kaseya is the leading global provider of IT Systems Management software.Kaseya solutions empower everyone from individual consumers to largecorporations and IT service providers to proactively manage and control ITassets remotely, easily and efficiently from one integrated Web-based platform.Kaseya solutions are trusted by IT service providers and a wide variety of industriesincluding: banking, consumer packaged goods, education, financial services,government, healthcare, military, real estate, retail and transportation. Thecompany is privately held and based in Lausanne, Switzerland with 33 offices in20 countries. To learn more, please visit http://www.kaseya.com.auor http://www.kaseya.co.nz

About Maclean Established in 1993, Maclean buildsand supports IT foundations to more than 300 mid-sized New Zealandbusinesses.

Maclean has over 60 staff anddelivers ICT solutions that are tightly aligned with the business objectives ofits customers.

It offers them the simplicity ofdealing with a single IT provider coupled with an ability to deliver completeend to end ICT services through partnerships with other leading specialistproviders.

Visit www.maclean.co.nz.