

# 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 automated IT systems management software, today announced Auckland-based Managed Services Provider (MSP) Maclean as winner of its second MSP of the Year Award. For the first time, the competition was open to Managed Services Providers (MSPs) from both Australia and New Zealand.

Maclean was selected for its outstanding ability to successfully deploy a managed services strategy in New Zealands mid-market. Working closely with their clients in-house IT teams providing complementary services such as system maintenance and monitoring has won the company a healthy portion of the lucrative 100 500 seats segment in New Zealand.

Maclean has been a strong advocate of managed services within the wider IT community. The MSP is actively involved in the Kaseya NZ User Group, and has started assisting smaller resellers to deliver world-class managed services as a Master MSP.

Customer feedback clearly indicated that decreasing system downtime, decreasing response time and increasing the value businesses get from their IT departments were the most important things an MSP can do. To that end, we sought technology, people and processes to achieve these things and have made great progress in no small part thanks to Kaseyas technology said Chris Maclean, CEO of Maclean.

In two years, having recognised the value of a managed service versus the traditional hourly rate service agreements, more than 65 % of Maclean clients have moved to a fixed price agreement. By driving efficiencies through the Kaseya managed services flagship solution, Kaseya IT Services Edition, and its advanced automation features, Macleans contracted annuity revenue increased by 2000%, and the companys engineer utilisation rate has increased 20%.

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

Earlier this week, Kaseya underlined its commitment to the ANZ region with the opening of its new state-of-the-art Global Customer Service Centre in Auckland, which provides follow-the-sun support together with a second facility in Dublin, Ireland. The service centres are the primary contact points for all customer related inquiries from the companys extensive customer base of over 5,000

organisations around the world.

#### About the award

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

Candidates had to demonstrate to a panel of independent judges how managed services have become a catalyst 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 large corporations and IT service providers to proactively manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform. Kaseya solutions are trusted by IT service providers and a wide variety of industries including: banking, consumer packaged goods, education, financial services, government, healthcare, military, real estate, retail and transportation. The company is privately held and based in Lausanne, Switzerland with 33 offices in 20 countries. To learn more, please visit <http://www.kaseya.com.au> or <http://www.kaseya.co.nz>

#### About Maclean

Established in 1993, Maclean builds and supports IT foundations to more than 300 mid-sized New Zealand businesses.

Maclean has over 60 staff and delivers ICT solutions that are tightly aligned with the business objectives of its customers.

It offers them the simplicity of dealing with a single IT provider coupled with an ability to deliver complete end to end ICT services through partnerships with other leading specialist providers.

Visit [www.maclean.co.nz](http://www.maclean.co.nz).