



# News Release

## FOR IMMEDIATE RELEASE

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### **Local Tech Provider Receives Industry Certification**

*masterIT becomes first Mid-South provider to earn top accreditation*

**Memphis, Tenn., Nov. 14, 2008** – Bartlett-based managed services provider masterIT has earned certification under the Managed Services Accreditation Program (MSAP) by MSPAlliance, the industry’s leading professional association. MSAP is the industry’s only benchmark-based program that measures financial status, business practices, client references, service delivery processes and business capacity.

“masterIT has demonstrated not only a commitment to customer service but has also constructed a fundamentally sound managed services practice in the Memphis area,” said Charles Weaver, MSPAlliance president. “We are pleased to acknowledge that masterIT has passed the Managed Services Accreditation Program™ exam, and now the company joins a very elite group of MSPs throughout the world.”

The MSAP was created using criteria that measures a wide range of IT services delivered through MSPs. By monitoring buying and service delivery metrics that matter to customers, the MSAP tracks and measures a satisfactory level of professional and business practices, which enables MSPs to deliver superior services to their clients. Fewer than 150 managed service providers globally have received the industry certification. Early this year, MSPmentor recognized masterIT as the world’s sixth-ranked firm of its kind.

“Our clients expect top-notch service and innovative product offerings that suit their needs,” said J. Michael Drake, CEO at masterIT. “It’s gratifying to our team to know that

we're being recognized with such a rare certification, but it also motivates us to go the extra mile for our clients as we strive to deliver unparalleled service in the Mid-South market.”

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*-- add one --*

masterIT provides wall-to-wall technology services for small to medium businesses in the Mid-South. The company services a variety of clients with a portfolio of solutions, including remote monitoring and management; remote back-up and data security; on-site engineering support; and Internet services. The network service provider also developed IT-as-a-Utility™, a revolutionary methodology in which information technology infrastructure is provided and refreshed as part of a fixed-fee service. To learn more, visit <http://www.master-it.com> or call (901) 377-7891.

Boasting more than 7,000 member companies worldwide, the MSPAlliance is committed to increasing reliability and dependability of managed mission-critical services. In addition, the MSPAlliance collects data on the practice of managed services on behalf of its members to help them increase the value delivery of IT to the organizations they serve. For more information about the MSPAlliance and the Managed Services Accreditation Program, please visit [www.mspalliance.com](http://www.mspalliance.com).

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