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Presenting the MSPmentor 250
2008 Edition

Celebrating 250 of the World's
Top Managed Services Executives,
Entrepreneurs and Experts

Version 1.0*

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Executive Summary

The MSPmentor 250 is an annual survey conducted by MSPmentor and its parent, Nine Lives Media Inc. The resulting report strives to identify the world's top managed service provider executives, entrepreneurs and experts across numerous disciplines (business, technology, marketing, sales, PR and more).

In order to be considered for the MSPmentor 250, managed service providers and/or their peers had to complete a comprehensive online survey, which MSPmentor and Nine Lives Media Inc. conducted from February 2008 until June 27, 2008. We received 1036 completed surveys from managed service providers, software as a service (SaaS) experts, and industry peers from across the globe.

About MSPmentor and Nine Lives Media Inc.

MSPmentor (www.mspmentor.net), owned by Nine Lives Media Inc. (www.ninelivesmediainc.com), is the ultimate guide to managed services. It delivers news analysis, timely insights, and how-to information for managed service providers that are seeking to maximize their recurring revenue. Current MSPmentor Brand Extensions include:

- The MSPmentor 100, identifying the world's top managed service providers
- The MSPmentor 250, identifying the world's top managed services executives, entrepreneurs and experts
- The SaaS 20 Stock Index, tracking software as a service on Wall Street
- MSPmentor Live: CEO Exchange, a webcast and podcast series that addresses today's concerns in the market with market executives

Nine Lives Media Inc. embraces the changing IT media landscape. In fact, we help to shape it. We focus on extreme IT niches, specialized content and lead generation services. Our initial editorial platforms are:

- MSPmentor (www.mspmentor.net), the ultimate guide to managed services
- The VAR Guy (www.thevarguy.com), what's next in the IT channel
- Works With U (www.workswithu.com), the independent guide to Ubuntu Linux

Nine Lives Media Inc.'s areas of focus include:

- Highly targeted online destinations for IT audiences
- Traditional, corporate and custom blogs
- Community-based Web sites
- Event moderation and conference content development
- Market research
- And several other surprises that are under development

The Anatomy of our Survey

- **Call for Submissions:** The survey was promoted on MSPmentor.net and a range of Web 2.0 Internet sites, social networks, blogs and media aggregators. Nine Lives Media Inc. is not, however, disclosing the exact third-party URLs used in the promotion process. We consider our survey process and promotional efforts a proprietary competitive advantage.
- **Survey Timing:** The survey was launched in February 2008 and all submissions were completed by June 27, 2008. All research was compiled, completed and reviewed by July 17, 2008. The MSPmentor 250 results were published incrementally beginning July 28, 2008.
- **Survey Submissions:** Of the 1036 surveys received, roughly 82 percent were from North America, 13 percent were from EMEA (Europe, the Middle East and Africa), 3 percent were from Australia and 2 percent were from Asia. We expect future MSPmentor 250 reports to reflect even greater global diversity as our brand gains international exposure.
- **Narrowing Down the List:** MSPmentor used several criteria to trim the 1036 submissions down to our final MSPmentor 250 list. We considered such factors as:
 - Number of times a person was nominated by third-party companies, with a particular emphasis on nominations from satisfied customers
 - Company status on MSPmentor 100
 - Financial track record (profits, revenue growth) if materials were published and readily reviewable
 - Participation in major MSP organizations and associations, such as the MSPAlliance, MSP Partners and CompTIA
 - Major industry honors and local association participation.
 - MSPmentor's own expertise tracking news, trends and developments across the managed services and SaaS (software as a service) markets.

David Abramowski

CEO, Morph Labs Inc.
Cebu City, Philippines

Web: www.mor.ph

Blog: <http://blog.mor.ph/>

Fast Facts: David is a Symantec veteran who has built businesses in Asia and Australia. At Morph Labs, he leverages open source and Amazon Web Services to offer a Platform as a Service (PaaS) for Web apps.

**Jim Alves**

EVP, Product Marketing
Kaseya
St. Helier, Jersey. British Isles

Web: www.kaseya.com

Blog: <http://blog.kaseya.com>

Email: sales@kaseya.com

Phone: +44 1534 832 534

Fast Facts: Jim manages all corporate and product marketing for Kaseya, one of the fastest-growing MSP platform providers in the world. His 25-year career across software, IT and consulting has helped Kaseya to formulate its direct and channel-based sales and marketing programs.

Chris Andreozzi

President, KnowledgeCentrix Inc.
Brea, Calif.

Web: <http://knowledgecentrix.com>

Phone: 714-990-1144

Fast Facts: Chris founded KnowledgeCentrix in 2003 and built it into the No. 3 MSP in the world, as ranked in the MSPmentor 100. His drive has allowed the company to grow extremely rapidly while maintaining profitable operations.

Jason Aptekar

President and CTO
Mithril Technology
Merrick, N.Y.

Web: <http://www.mithriltech.com>

Email: info@mithriltech.com

Phone: 516-992-9800

Fast Facts: Jason launched Mithril after a career as an infrastructure security engineer for major firms in finance, publishing, film and healthcare. To help guide Mithril, Jason organized an advisory board featuring leaders from Digisense and HP.

Mike Backers

President and CEO, Ordovician
Cincinnati, Ohio

Web: www.ordoviciangroup.com

Email: info@ordoviciangroup.com

Phone: 513-381-4080

Fast Facts: Mike has a laser-like focus on the managed security market, emphasizing authentication, intrusion prevention and VPN services for mobile workers.

Massimo Bandinelli

IT Infrastructure Manager
Register.IT SpA
Piazza Annigoni, Italy

Web: <http://www.register.it>

Email: we@register.it

Phone: +39 (0) 35.323.0300

Fast Facts: Massimo is one of the key people overseeing Register.it's effort to host MySQL Enterprise, the open source database, for the company's customers.

Kevin Batchelor

Chief Security Officer &
VP of Service Delivery
Enterprise Integration
Jacksonville, Fla.

Web: www.entint.com

Email: sales@entint.com

Phone: 904-733-4349

Fast Facts: Kevin designed and developed a reverse proxy server for wireless handheld technologies; and designed and implemented an identity management system for a major U.S. railroad. Kevin also led consolidations for over 80 operating companies down to four global data centers.

Tim Beard

President, Networthy Systems LLC
Beaumont, Texas

Web: www.NetworthySystems.com

Email: info@networthysystems.com

Phone: 409-861-4450

Fast Facts: Tim is bringing the managed services model to southeast Texas, where several MSPs are now following Networthy into the market. Tim also was one of the key regional IT leaders who helped the recovery effort after Hurricane Rita -- the fourth-most intense Atlantic hurricane ever recorded.

Don Begg

CEO, Do IT Smarter
San Diego, Calif.

Web: www.doitsmarter.com

Social Network: <http://doitsmarter.ning.com>

Phone: 858-616-6488

Fast Facts: Don and his staff developed the Instant MSP Program, which transforms break-fix VARs into MSPs.

Steven Begley

CEO, Sentry Networks
Adamstown Heights, Australia

Web: <http://www.sentrynetworks.com.au>

Email: info@sentrynetworks.com.au

Fast Facts: Steven was the first MSP to introduce unlimited support for a fixed fee in Australia over four years ago. He now includes a free server and 100% uptime guarantee during business hours for all managed service clients.

**Arnie Bellini**

CEO, ConnectWise
Tampa, Fla.

Web: www.ConnectWise.com

Email: sales@connectwise.com

Phone: 813-463-4700

Fast Facts: Outspoken and innovative, Arnie is the chief visionary behind ConnectWise -- one of the industry's most widely-used professional services automation (PSA) software platforms. Arnie is committed to mentoring peers through his mastery education seminars.

David Bellini

President, ConnectWise
Tampa, Fla.

Web: www.connectwise.com

Email: sales@connectwise.com

Phone: 813-463-4700

Fast Facts: David's industry knowledge continue to drive ConnectWise's success in the IT services space. His leadership enables the company to evolve in step with sea changes in the technology industry, like managed services, so customers are better able to optimize their IT systems and most effectively run their businesses.

Gregg Berretta

VP of Business Development
RaveCRM and Entellium
Seattle, Wash.

Web: <http://ravecrm.com>

Email: sales@entellium.com

Phone: 1-800-539-9973

Fast Facts: Gregg has made SaaS available to key IT channels for the first time. He's one of the primary players at Entellium, which designed RaveCRM with a video game-like user interface.

Zaun Bhana

Operations Director
Leap Consulting
Belmont, Australia

Web: <http://www.leapconsulting.com.au>

Fast Fact: Zaun has been helping to define the MSP model in Australia.

John A Bielec

VP for Information Resources and
Technology and CIO
Drexel University
Philadelphia, Penn.

Web: <http://www.drexel.edu>

Phone: 215-895-2000

Fast Facts: John is applying SaaS and MSP technologies to the higher education market. In fact, he has helped to transform Drexel University into an MSP of sorts. Drexel hosts a SaaS application (SunGard SCT Banner) for both Cabrini College and Medaille College.

**Gerald Blackie**

Chairman and CEO, Kaseya
St. Helier, Jersey, British Isles

Web: www.kaseya.com

Blog: <http://blog.kaseya.com/>

Email: sales@kaseya.com

Phone: +44 1534 832 534

Fast Facts: Since joining the company in 2003, Gerald has advanced his vision for Kaseya – to create a central IT resource-planning infrastructure that makes it easier to manage all aspects of computing environments, from desktop and server performance to financial applications to mobile devices such as smart phones. Kaseya has since generated record growth in its most recent quarters.

Gary Blawat

General Manager, AccountablIT
West Bend, Wis.

Web: <http://www.accountablit.com>

Email: info@accountablit.com

Phone: 262-247-2740

Fast Facts: Gary co-founded one of Milwaukee's most progressive managed service providers and partnered up with LPI Level Platforms Inc. in March 2007.

Paul Boyer

Executive Director of Sales and Marketing, Ancero LLC
Cherry Hill, N.J.

Web: <http://www.ancero.com>

Email: info@ancero.com

Phone: 856-210-5800

Fast Facts: Paul was a guest presenter in January 2008 at Dell's MSP conference, where he outlined Ancero's successful business strategy to date, and the company's ongoing relationship with Dell's Silverback team.

George Bronten

Founder and CEO
Upstream Software

Soln, Stockholm, Sweden

Web: <http://www.upstream.se/en>

Email: webmaster@upstream.se

Phone: +46(0) 8-566 106 70

Fast Fact: George is one of the leaders moving managed IT services into Scandinavia.

**Tracey Brown**

CTO

Enterprise Integration
Jacksonville, Fla.

Web: <http://www.entint.com>

Email: sales@entint.com

Phone: 904-733-4349

Fast Facts: Over the past 20 years, Tracey has developed best-in-breed solutions for clients to ensure high availability, redundancy, continuity and survivability. More recently, he architected a solution for a national transportation company that achieved a Computer World Global Infrastructure Award.

Jonathan Bryce

Co-founder, Mosso
San Antonio, Calif.

Web: <http://www.mosso.com>

Blog: <http://blog.mosso.com/>

Email: sales@mosso.com

Phone: 1-877-934-0409

Fast Facts: A veteran of Rackspace, Jonathan co-founded Mosso to provide hosting in the cloud, with an emphasis on clustering, load-balancing, and SAN storage.

Carter Burden

CEO, Logicworks
New York, N.Y.

Web: <http://www.logicworks.net>

Email: info@logicworks.net

Phone: 212-625-5300

Fast Facts: Carter positioned Logicworks to become the first authorized US partner for hosted MySQL, the open source database.

Derek Burney

GM, Microsoft SharePoint Platform & Tools
Microsoft Corp.
Redmond, Wash.

Web: <http://www.microsoft.com/online/default.aspx>

Phone: 425-882-8080

Fast Fact: Burney leads one of Microsoft's most successful next-generation platforms.

Tracy Butler

President, Acropolis Technology Group
Creve Coeur, Mo.

Web: <http://www.acropolistech.com>

Email: info@acropolistech.com

Phone: 618-254-8733

Fast Facts: Tracy designed a NOC that now manages more than 300 customer servers; Acropolis was named a Cisco Premier Partner in April 2008.

Robert Cagnazzi

CEO, BlueWater Communications Group
New York, N.Y.

Web: <http://www.blueh2ogroup.com/>

Email: info@blueh2ogroup.com

Phone: 212-324-4300

Fast Facts: Bob built BlueWater to become Cisco's fastest-growing US partner. Next, he's melding UC with managed services.

Bruce Campbell

VP of Marketing
Clare Computer Solutions
San Ramon, Calif.

Web: <http://www.clarecomputer.com>

Email: sales@clarecomputer.com

Phone: 925-277-0690

Fast Fact: Bruce has developed a strategy to aggressively promote the company's branded NetCentral services.

Peter Cannone

CEO, OnForce
Lexington, Mass.

Web: <http://www.onforce.com>

Email: sales@onforce.com

Phone: 1-888-515-0100

Fast Facts: Peter is building the world's largest online marketplace for IT service providers. In recent months, he has successfully expanded OnForce's operations into Canada, and Peter is now leading the company into Europe.

Jason Caras

President, IT Authorities Inc.
Tampa, Fla.

Web: www.itauthorities.com

Phone: 813-246-5100

Fast Facts: Jason designed the company's IT management platform to integrate with the company's own network operations center. More than 80 percent of the time, customer issues are addressed remotely using IT Authorities' NOC.

**Jake Carroll**

VP, Channel Sales
Autotask Corp.
East Greenbush, N.Y.

Web: <http://www.autotask.com>

Email: info@autotask.com

Phone: 518-720-3500

Fast Facts: Jake is building a distribution strategy and OEM relationships worldwide for Autotask, which ranks among the top providers of professional services automation (PSA) software.

John Carter

CEO, Radical Support
Roswell, Ga.

Web: <http://www.radicalsupport.com>

Email: sales@radicalsupport.com

Phone: 770-542-0000

Fast Facts: Six years ago, John had the vision to offer an "all you can eat" support plan for a fixed monthly fee. He built Radical Support to rank among the world's top 30 MSPs, according to the MSPmentor 100.

Peter Cassar

President and CEO, SherWeb
Sherbrooke, Quebec, Canada

Web: www.sherweb.com

Email: <http://blog.sherweb.com/>

Phone: 1-819-562-1102

Fast Facts: Peter leads one of North America's leading providers of hosted Exchange and hosted SharePoint.

Mark Cavaliero

President
SyTec Business Solutions
Raleigh, N.C.

Web: <http://www.sytec1.com>

Phone: 919-856-2300

Fast Facts: Mark has grown his firm in the last 11 years from two employees to 35 employees with revenue last year of \$4.7 million. SyTec's performance landed the company on the 2008 MSPmentor 100.

K.B. Chandrasekhar

CEO and Chairman
Jamcracker Inc.
Santa Clara, Calif.

Web: <http://www.jamcracker.com>

Email: info@jamcracker.com

Phone: 781-237-0341

Fast Facts: After surviving the dot-com implosion, K.B. has successfully repositioned Jamcracker as an aggregator of on-demand services. His most recent move involved MSP LaunchPad, an on-demand strategy for MSPs.

Craig Chanoff

Senior VP, Client Support and IT
Blackboard Inc.
Washington, D.C.

Web: <http://www.blackboard.com>

Phone: 202-463-4860

Fast Facts: Craig is one of the key people at Blackboard driving the company's SaaS applications into the higher education vertical.

Simon Chappell

President
Backup Technology Ltd
Leeds, West Yorks, UK

Web: <http://www.backup-technology.co.uk>

Email: sales@backup-technology.co.uk

Phone: 0870 350 3600

Fast Facts: Simon is co-founder and CEO of the UK's leading online backup provider. In partnership with Asigra Inc, he formed Backup Technology Limited (BTL) to address the backup and recovery requirements of midsize enterprises. His company has won contracts with the British Red Cross, seven Premier League Football Clubs) and UK Public Sector organizations.

**Scott Chasin**

CTO, MX Logic Inc.
Englewood, Colo.

Web: <http://www.mxlogic.com>

Email: info@mxlogic.com

Phone: 720-895-5700

Fast Facts: Long before MX Logic developed managed email security services, Scott launched the first Web-based email consumer service. He also delivered the first IP-based commercially hosted messaging service -- supporting thousands of businesses and millions of end users.

Prakash Chaudhari

Director of Business Development
NetEnrich Inc.
San Jose, Calif.

Web: <http://www.netenrich.com>

Email: info@netenrich.com

Phone: 408-436-5900

Fast Facts: Prakash helps to drive the master MSP business model. NetEnrich offers NOC services -- including Autotask and Level Platform solutions -- to MSPs.

Raju Chekuri

President and CEO
NetEnrich Inc.
San Jose, Calif.

Web: <http://www.netenrich.com>

Email: info@netenrich.com

Phone: 408-436-5900

Fast Fact: Raju in June 2008 successfully expanded NetEnrich's remote infrastructure management services into Japan.

**Paul Chisholm**

Chairman and CEO
mindSHIFT Technologies Inc.
Waltham, Mass.

Web: www.mindSHIFT.com

Email: info@mindshift.com

Phone: 571-432-4000

Fast Facts: Paul has transformed a small MSP into one of the largest providers of IT managed services to the SMB market. Peers say Paul can articulate a goal, and get people working together as a united team to exceed this goal.

Jeff Chop

CEO, Constructive Media
Vancouver, BC, Canada

Web: <http://www.construtive-media.com>

Email: info@constructive-media.com

Phone: 604-681-1660

Fast Facts: Jeff is one of the driving forces behind PartnerPedia, a new social networking site for VARs, solutions providers and managed service providers.

Josh Clifford

CTO
Everon Technology Services LLC
Boston, Mass.

Web: <http://www.everonit.com>

Blog: <http://www.smbitpros.com>

Email: info@everonit.com

Phone: 888-244-1748

Fast Facts: Josh built Everon's service team from scratch, and the company now claims to be one of the United States' most successful MSPs.

Carlson Colomb

Director of Business Development
LPI Level Platforms Inc.
Ottawa, ON, Canada

Web: <http://www.levelplatforms.com>

Email: sales@levelplatforms.com

Phone: 613-232-1000

Fast Facts: Carlson has evangelized the MSP business model for more than four years, speaking at countless events to thousands of existing and would-be MSPs on evolving into managed services.

Michael Cooch

CEO

Everon Technology Services LLC
Boston, Mass.

Web: <http://www.everonit.com>

Blog: <http://www.smbitpros.com>

Email: info@everonit.com

Phone: 888-244-1748

Fast Facts: Michael is the ultimate evangelist, tackling managed services and SMB issues in his popular corporate blog.

Ron Cook

Chairman

Connecting Point Technology Center
Las Vegas, Nev.

Web: <http://www.cpvegas.com>

Phone: 702-870-6411

Fast Facts: Ron successfully transitioned his company from a product-centric model to a service-centric model in near record time. In 2007, he received the International Best Practices Award for Business Continuity and Disaster Recover from CompTIA.

**Stuart Crawford**

Director of Business
Development
IT Matters Inc.
Calgary, Alberta, Canada

Web: <http://www.itmatters.ca>

Blog: <http://blog.itsuccessmentor.com/>

Email: info@itmatters.com

Phone: 403-503-0772

Fast Facts: More than a small business IT specialist, Stuart is a well-known voice across the managed services industry. His blog and public speaking engagements provide practical guidance to MSPs and small business owners.

Joe Croft

VP, Corporate and Strategic Development
mindSHIFT Technologies Inc.
Fairfax, Va.

Web: <http://www.mindSHIFT.com>

Email: info@mindshift.com

Phone: 571-432-4000

Fast Facts: Joe is responsible for mindSHIFT's acquisition strategy and execution. He has identified and reviewed over 200 potential MSP acquisition targets and negotiated and closed six deals. These acquisitions represent more than one-half of mindSHIFT's 560% revenue growth over the last 17 quarters.

**Justin Crotty**

VP, Services, North America
Ingram Micro Inc.
Santa Ana, Calif.

Web: <http://www.ingrammicro.com/servicesdivision>

Blog: <http://ingrammicroseismic.wordpress.com/>

Email: services@ingrammicro.com

Phone: 714-566-1000

Fast Facts: Justin is the mastermind behind Ingram Micro's Seismic Virtual Services Warehouse. As MSPmentor readers have learned, Justin is one of the IT industry's most accessible and candid thought leaders when it comes to services. Justin is also responsible for Ingram's partner-to-partner services organization, known as the Ingram Micro Services Network (IMSN).

Kevin Crowe

Director Managed IT Services
Long View Systems
Calgary, Alberta, Canada

Web: <http://www.longviewsystems.com>

Email: info@longviewsystems.com

Phone: 403-515-6900

Fast Facts: Kevin built one of the most successful MSP organizations in North America from the ground up over the last decade. He's the brain behind Long View Systems' Managed Service practice.

Bill Crowsey

CEO, TecWatch
Dallas, Texas

Web: <http://www.tecwatch.com>

Phone: 214-340-0978

Fast Facts: Bill started as a network engineer and ultimately acquired his employer. Today, TecWatch has pushed beyond managed services to offer software as a service (SaaS), including hosted Exchange.

Mike Cullen

VP of Sales, N-able Technologies
Ottawa, Ontario, Canada

Web: <http://www.n-able.com>

Email: info@n-able.com

Phone: 613-592-6676

Fast Facts: According to one N-able customer, "Mike's expertise in articulating and teaching the best practices in business process transformation has helped many MSPs, including mine, come to market with a portfolio of fixed-fee solutions."

**Yisrael Dancziger**

President and CEO
Digital Fuel Technologies Inc.
San Mateo, Calif.

Web: www.digitalfuel.com

Email: info@digitalfuel.com

Phone: 650-524-2520

Fast Facts: Yisrael co-founded Digital Fuel to focus on IT service management, and the company quickly attracted big-name clients -- including Cisco Systems, Dell and IBM.

David A. Davenport

Managing Director and COO
Mother Network Guardians
Itasca, Ill.

Web: <http://www.motherG.com>

Email: info@motherg.com

Phone: 630-228-8555

Fast Facts: Dave started Mother just over a year ago, and he's leading a team of peers to help define the MSP market in Chicago.

**Greg Davis**

VP and GM, Americas Channel
Group
Dell Inc.
Round Rock, Texas

Web: <http://www.dell.com>

Phone: 512-338-4400

Fast Facts: Greg is leading Dell's charge into the IT channel and oversees the company's fast-growing PartnerDirect program. Despite lingering skepticism from some VARs, Greg has helped Dell to recruit thousands of partners in less than a year.

Adam Dell

Co-founder, MessageOne
Dell Inc.

Austin, Texas

Web: <http://www.messageone.com>

Email: info@messageone.com

Phone: 512-338-4400

Fast Facts: Adam, brother of Michael, sold his MessageOne on-demand email management business to Dell for \$155 million in February 2008. Adam ranks among the people who pioneered managed email security services.

Ramsey Dellinger

President, MSP On Demand
Hudson, N.C.

Web: <http://www.mspondemand.com>

Email: info@mspondemand.com

Phone: 1-800-454-6169

Fast Facts: While most folks are still trying to figure out managed software services, Ramsey was among the first MSPs to sort out hardware as a service (SaaS).

Vishal Dhar

President, iYogi
Gurgaon, India

Web: <http://www.iyogi.net>

Phone: 1-800-237-3901

Fast Facts: Dhar took the "geek squad" concept global. His company provides computer repair and tech support services for consumers and small businesses in the US, UK and Canada.

Tony DiBenedetto

Chairman and CEO, Tribridge
Tampa, Fla.

Web: <http://www.tribridge.com>

Email: salestampa@tribridge.com

Phone: 813-287-8887

Fast Facts: Tony orchestrated Tribridge's March 2008 acquisition of Productive Gap, a top provider of Microsoft Dynamics CRM.

Pat Donnellian

CEO, AEP Networks
Somerset, N.J.

Web: <http://www.aepnetworks.com>

Email: support@aepnetworks.com

Phone: 732-652-5234

Fast Fact: Pat has successfully positioned AEP's policy networking solutions and VPN technology for MSPs.

Tim Dickenson

Managed Services Specialist, Australia
Kaseya

Sydney, Australia

Web: <http://www.kaseya.com>

Email: sales@kaseya.com

Fast Fact: Tim is driving Kaseya's strategy in Australia, which has allowed the company to quickly establish a network of MSPs across the country.

Greg Donovan

CEO, Alpheon
Morrisville, N.C.

Web: <http://www.alpheon.com>

Phone: 919-459-1150

Fast Facts: Greg positioned Alpheon to be among the first companies to earn MSPAlliance Managed Services Accreditation -- back in October 2006.

Mathew Dickerson

Author, "SLAM: Service Level Agreement Model"

Dubbo, New South Wales, Australia

Web: <http://www.axxis.com>

Phone: +61 2 6884 6884

Fast Fact: Matthew is known as one of Australia's top SMB consultants.

James Dooling

President, Align Communications
New York, N.Y.

Web: <http://www.align.com>

Phone: 212-207-2600

Fast Fact: James has built a 150-person MSP with professionals who service more than 50 cities across the globe.

**Len DiCostanzo**

Senior VP
Autotask Corp.

East Greenbush, N.Y.

Web: <http://www.autotask.com>

Email: info@autotask.com

Phone: 518-720-3500

Fast Facts: Len, a former solutions provider himself, is responsible for designing and delivering a series of service offerings to enhance the Autotask customer experience.

Brian Doyle

VP, Business Development
Fuss & O'Neill Technologies LLC
Manchester, Conn.

Web: <http://www.fandotech.com>

Email: salesinfo@fandotech.com

Phone: 860-432-4745

Fast Facts: Brian began providing MSP services in 2002 utilizing Silverback Technologies as the main services platform. In 2004, he hired a development team to create a scalable platform leveraging open source tools integrating CRM, helpdesk, and network management. The result: MSP sales doubled that year.

Tim Dilley

Executive VP, Professional Services
NetSuite

San Mateo, Calif.

Web: <http://www.netsuite.com>

Email: info@netsuite.com

Phone: 650-627-1000

Fast Facts: Tim leads NetSuite's global initiatives in professional services, training, customer support and customer service.

J. Michael Drake

Chairman and CEO, masterIT
Bartlett, Tenn.

Web: <http://www.master-it.com>

Email: info@master-it.com

Phone: 901-377-7891

Fast Facts: J. Michael is more than a technical leader. Check out his company logo and marketing materials, and you'll discover that he's a master of branding within the IT market.

**Dave Duffield**

Co-founder, CEO and
Chief Customer Advocate
Workday Inc.

Walnut Creek, Calif.

Web: <http://www.workday.com>

Phone: 925-951-9000

Fast Facts: Dave, the man behind PeopleSoft, is back -- this time with a SaaS company that's turning heads across the industry. Early adopters of Dave's "Human Capital Management System" include Salesforce.com.

Cliff Duffy

CEO, Cybera Inc.
Franklin, Tenn.

Web: <http://www.cybera.net>

Email: sales@cybera.net

Phone: 615-301-2040

Fast Facts: Cliff has built the company to provide secure networking solutions for large multi-site enterprise customers. The company's security services blanket VoIP, video and WiFi hotspots.

Daniel Duffy

President and CEO
Valley Network Solutions
Fresno, CA, USA

Web: <http://www.vns.net/netcare>

Email: info@vns.net

Phone: 559-650-2600

Fast Facts: Daniel saw the need early for managed services, and introduced an MSP offering in 1999. He has grown the MSP practice -- with no outside capital -- to an estimated \$10 million in 2008.

Eric Dykes

Owner, United Technology Group LLC
Buford, Ga.

Web: <http://www.utgsolutions.com>

Phone: 678-730-0345

Fast Fact: Eric has positioned UTG as one of Georgia's fastest-growing and most well-known MSPs.

Trent Dyrsmid

CEO and founder
Dyrand Systems Inc.
Burnaby, BC, Canada

Web: <http://www.dyrandsystems.com>

Blog: <http://www.trentdyrsmid.com>

Phone: 866-482-7364

Fast Facts: Trent made his MSP before the term managed services moved mainstream. He helped to pioneer fixed-fee for remote services in Canada, and he has grown his team into a profitable organization.

Adam Eiseman

CEO and President
The Lloyd Group
New York, N.Y.

Web: <http://www.lloydgroup.com>

Email: info@lloydgroup.com

Phone: 212-221-3320

Fast Facts: In the highly competitive Manhattan market, Adam has scored repeated customer wins with Lloyd Care, his branded managed services offering. He also networks non-stop, having served as president of Ingram Micro's Venture Tech.

Robert Ek

Director
GoSystems
Warriewood, Australia

Web: <http://www.gosystems.com.au>

Email: info@gosystems.com.au

Phone: 1300 786 746

Fast Facts: Robert has helped Go Systems to leverage multiple partnerships (with Trend Micro, Websense and Secure Computing) to get a foothold on Australia's emerging managed services market.

Mike Ellison

Manager of Partner Development
N-able Technologies Inc.
Ottawa, Ontario, Canada

Web: <http://www.n-able.com>

Blog: <http://blogs.nable.com/>

Email: info@n-able.com

Phone: 613-592-6676

Fast Facts: Mike focuses on partner development for N-able, which means he needs to ensure VARs and aspiring MSPs know how to set up their business for success. He also helps established MSPs to fine-tune their business models.

John Engates

CTO, Rackspace US Inc.
San Antonio, Texas

Web: <http://www.rackspace.com>

Blog: <http://www.rackspace.com/blog>

Phone: 1-210-312-4700

Fast Facts: John is the man behind Rackspace's so-called "Intensive" strategy, which involves pro-active support and a complete hosting platform (the network, hardware and OS foundation).

**Patrick ("Rick") Engels**

President and CEO
BroadSign
Minnetonka, Minn.

Web: www.broadsign.com

Email: welcome@broadsign.com

Phone: 877-399-1184

Fast Facts: Patrick melding software as a service (SaaS) with digital signage technologies, including hardware, software and content management systems found within retail stores and business franchises.

Bill Falk

VP of Sales, Kaseya
St. Helier, Jersey, British Isles

Web: <http://www.kaseya.com>

Email: sales@kaseya.com

Phone: +44 1534 832 534

Fast Facts: Bill's systems integration and enterprise app experience helped Kaseya grow its partner base more than 200% since 2007. Through the Roadmap to Success seminars, emPower Education and Technology Alliance Program, Bill has raised awareness of the MSP model.

**Siamak Farah**

Director and CEO
InfoStreet Inc.
Tarzana, Calif.

Web: www.infostreet.com

Email: sales@infostreet.com

Phone: 818-776-8080

Fast Facts: Siamak is the driving force behind InfoStreet's decision to offer aggressively priced CRM as a service to small businesses. Prior to launching InfoStreet, he worked with Apple's Steve Jobs at NeXT Computer.

David Farajun

President

Asigra

Toronto, ON, Canada

Web: <http://www.asigra.com>

Email: inforequest@asigra.com

Phone: 416-736-8111

Fast Facts: David launched Asigra to focus on storage management after suffering his own business data loss. MSPs now use Asigra's software to protect more than 50,000 locations globally.

Eran Farajun

COO, Asigra

Toronto, ON, Canada

Web: <http://www.asigra.com>

Email: inforequest@asigra.com

Phone: 416-736-8111

Fast Facts: Eran oversees strategic long-term initiatives at Asigra, a 22-year-old company that successfully positioned its information recovery platform for MSPs.

Steve Ferman

President and CEO

CompuVault

Pine Brook, N.J.

Web: <http://compuvault.com>

Email: sales@compuvault.com

Phone: 877-9-CVAULT

Fast Facts: Steve has designed CompuVault to integrate tightly with LPI Level Platforms, ensuring that MSPs can snap together their remote monitoring and storage management systems.

Jerry Fetty

President
Smart I.T. Services Inc.
Sterling Heights, Mich.
Web: <http://www.smartservices.com>
Phone: 586-258-0650
Fast Facts: Jerry successfully branded his company around the S.M.A.R.T. Services moniker, a network support initiative designed for small and midsize businesses in the Michigan area.

Mark Fowke

CEO, Attenda Limited
Staines, Middlesex, U.K.
Web: <http://www.attenda.com>
Email: pressinfo@attenda.com
Phone: 01784 211100
Fast Facts: Mark has connected the dots between managed services and SaaS (software as a service). He runs one of Europe's leading MSPs hosting SAP applications.

Dave Foxall

Owner and Founder
Tigerpaw Software
Bellevue, Neb.
Web: www.tigerpawsoftware.com
Blog: <http://www.tigerpawsoftware.com/blog>
Email: info@tigerpawsoftware.com
Phone: 800-704-9009
Fast Facts: An entrepreneur for a quarter-century, Dave launched Tigerpaw to help customers automate marketing, sales, service and inventory functions.

Rex Frank

VP, Managed Services
Northwest Computer Support Inc.
Tukwila, Wash.
Web: <http://www.nwcsupport.com>
Phone: 206-575-9511
Fast Facts: Rex has been a prominent leader in the managed services field for over 15 years. His involvement with numerous panels and round tables such as Xchange events and CompTIA have helped hundreds of VARs to understand how to more quickly transition to a managed services model.

**Gavin Garbutt**

President and CEO
N-able Technologies Inc.
Ottawa, Ontario, Canada
Web: <http://www.n-able.com>
Blog: <http://blogs.nable.com/>
Email: info@n-able.com
Phone: 877-655-4689
Fast Facts: Outspoken and fast-moving, Gavin launched one of the IT industry's most successful MSP platform providers: N-able Technologies. Under his leadership, N-able has become one of the 50 fastest growing technology companies in North America, according to Deloitte. N-able is Gavin's fourth successful company launch.

Stuart Gavurin

CEO, Mission Data
Vienna, Va., USA
Web: <http://www.missiondata.com>
Phone: 703-623-8547
Fast Facts: Stuart, working closely with VP Marvin Chartoff, is pushing Mission Data beyond traditional site design services to offer hosted and managed services.

John Gengarella

CEO, Voxify
Alameda, Calif.
Web: <http://www.voxify.com>
Phone: 510-545-5000
Fast Facts: John in early 2008 helped Voxify secure \$15 million in funding from Intel Capital. The company develops speech-driven applications that are delivered as a managed service.

Jeff Gheraldi

VP of Strategic Alliances
Fiberlink Communications
Blue Bell, Pa.
Web: <http://www.fiberlink.com>
Email: sales@fiberlink.com
Phone: 215-664-1600
Fast Facts: Jeff oversees Fiberlink's channel program, which allows managed service providers to generate recurring revenue from on-demand endpoint security.

Greg Gianforte

CEO, RightNow Technologies Inc.
Bozeman, Montana

Web: <http://www.rightnow.com>

Phone: 1-866-630-7669

Fast Facts: Greg has built one of the largest publicly held SaaS software companies in North America. RightNow is a member of our MSPmentor SaaS 20 Stock Index.

**Bob Godgart**

Founder and CEO
Autotask Corp.
East Greenbush, N.Y.

Web: <http://www.autotask.com>

Email: info@autotask.com

Phone: 518-720-3500

Fast Facts: Bob founded Autotask in 2001, and has built the company into one of the top providers of web-based IT services management software. A serial entrepreneur, Bob inspires loyalty in the ranks. Many of Autotask's employees worked for Bob during his earlier ventures.

Scott Goemmel

Co-founder and Partner
PMV Technologies
Madison Heights, Mich.

Web: <http://www.pmvtech.com>

Email: inquiry@teampmv.com

Phone: 248-404-4357

Fast Facts: Scott oversees the company's business development and marketing efforts, which landed PMV Technologies on the MSPmentor 100. Scott previously gained valuable financial and systems experience with perennial Fortune 500 powers Deloitte & Touche and M.A. Hanna.

Al Gossett

President
Digital DNS Inc.
Greenville, S.C.

Web: <http://www.digital-dns.com>

Email: sales@digital-dns.com

Phone: 864-679-0070

Fast Facts: Al took company revenues from \$0 to \$2 million in less than two years, then launched a managed services practice that now represent 40 percents of total revenue.

Mark Grace

Senior VP and GM, Seagate Services
Seagate EVault
Emeryville, Calif.

Web: <http://www.evault.com>

Email: sales@evault.com

Phone: 877-382-8581

Fast Facts: Scott leads EVault's disk-to-disk online backup services, which are designed for recovering, archiving, email compliance, e-discovery and business continuity planning.

Pete Griffith

President and CEO
LOCKNET
La Crosse, Wis.

Web: <http://locknet-inc.com>

Phone: 608-785-7100

Fast Facts: Pete leads one of Wisconsin's most successful MSPs. Under his leadership, LOCKNET has successfully branded its own nFire report security management and nSentry remote management platforms.

Craig Guice

President and CEO
Outsource IT Corp.
Roanoke, Va.

Web: <http://www.outsourceitcorp.com>

Phone: 1-800-407-4078

Fast Facts: Under Craig's leadership, outsourceIT has averaged 130 percent annual revenue growth each year for the past four years.

**Vic Gundotra**

VP, Engineering for
Developer Products
Google Inc.
Mountain View, Calif.

Web: <http://www.google.com>

Phone: 650-253-0000

Fast Facts: Vic is one of the key people developing Google's Software as a Service strategy. He's also connecting the dots between SaaS and Google's VAR initiatives.

Jim Hamilton

Executive Director, MSP Partners
Ottawa, ON, Canada

Web: <http://www.msppartners.com>

Email: members@msppartners.com

Phone: 1-866-523-6777

Fast Facts: Jim is the driving force behind the MSP industry's most successful vendor organization.

**Patrick Harr**

CEO and Co-founder,
Nirvanix
San Diego, Calif.

Web: www.nirvanix.com

Email: info@nirvanix.com

Phone: 619-764-5650

Fast Facts: Patrick has positioned Nirvanix as the killer alternative to Amazon.com's S3 (Simple Storage Service). The company secured \$12 million in venture capital in September 2007.

Steven Hart

President and CEO
Advantage Microsystems
San Francisco, Calif.

Web: <http://www.advantagemicro.net>

Phone: 877-938-6888

Fast Facts: Steve's leadership has allowed the company to double in size each of the past three years, and he maintains a 100% client retention and contract renewal rate.

Kevin Hart

CEO, Managed Systems Inc.
New York, N.Y.

Web: <http://www.managedsystems.com>

Email: getinfo@managedsystems.com

Phone: 212-288-9173

Fast Facts: Starting at Managed Systems less than a year ago, Kevin has developed key relationships with MSP Partners and LPI Level Platforms to help get his company on the map quickly.

Jeff Hausman

Vice President and General Manager
Symantec Protection Network
Symantec Corp.
Cupertino, Calif.

Web: <http://www.spn.com>

Phone: 408-517-8000

Fast Facts: Jeff is one of the key people leading Symantec's charge into software as a service and managed services. His big focus area--Symantec Protection Network-- is a SaaS system for storage, with SaaS security coming in late 2008 or 2009.

**Trevor Healy**

CEO, Jajah
Mountain View, Calif.

Web: <http://www.jajah.com>

Blog: <http://blog.jajah.com>

Fast Facts: Trevor is pushing

Jajah into hosted IP telephony solution market. The company in July vowed to disrupt traditional PBXes and network switches with a hosted system that supports up to 5,000 employees.

Terry Hedden

CEO, Infinity Business Solutions
Tampa, Fla.

Web: <http://www.ibsfl.com>

Phone: 813-514-4427

Fast Facts: Terry entered the market in 2003 as a true MSP. He quickly earned praise from his peers, and the Tampa Bay Business Journal selected him as one of the region's "Top 30 Under 30" business leaders.

Peter Hefley

NOC Manager, HEIT
Fort Collins, Colo.

Web: <http://www.goheit.com>

Blog: <http://blog.peterhefley.net>

Phone: 970-212-7118

Fast Facts: Peter leads HEIT's managed services division (or NOC). He led the company's effort to become accredited by the MSPAlliance, and he positioned HEIT to become one of 17 Cisco Managed Services Channel Partners in the US.

Troy Hickerson

CEO, inhouseIT
Costa Mesa, Calif.

Web: <http://www.inhouseit.com>

Email: info@inhouseit.com

Phone: 800-843-2760

Fast Facts: Troy led inhouseIT's merger with Baseline Systems in 2006, helping to fuel the company's 50 percent annual group over the past five years.

Curtis Hicks

President and CEO
Center for Computer Resources
Oak Park, MI, USA

Web: <http://www.ccr1.com>

Email: sales@ccr1.com

Phone: 248-663-4217

Fast Facts: Curtis has provided managed services for over five years, and his firm currently supports over 120 managed services clients. A member of the Microsoft Small Business Server Advisory Council since 1997, Curtis frequently presents at SMB Nation and the Microsoft Worldwide Partner Conference. He also is a ConnectWise Advisory Council Member. The company doubled its MSP revenue in both 2006 and 2007.

**Lou Honick**

Chief Strategy Officer
HostMySite
Newark, Del.

Web: www.hostmysite.com

Email: sales@hostmysite.com

Phone: 302-731-4948

Fast Facts: Lou appears to be living the entrepreneur's dream. After building HostMySite as CEO, he lined up private equity from Wachovia Capital Partners and transitioned to Chief Strategic Officer.

Doug Howard

Chief Strategy Officer
Perimeter eSecurity
Milford, Conn.

Web: <http://www.peremiterusa.com>

Phone: 1-800-234-2175

Fast Facts: Doug oversees the company's merger and acquisition strategy, which includes the June buyout of Edgeos Inc.

Arnold Huff

President
IT Business Solutions Group
Mitchelville, Maryland

Web: <http://www.itbsgrp.com>

Email: info@itbsgrp.com

Phone: 301-509-6969

Fast Facts: Arnold moved in the MSP space in October 2005, launching the TotalSupport MS program.

Frank Hughes

CEO, SecureMyCompany
Encino, Calif.

Web: <http://www.securemycompany.com>

Phone: 866-343-2588

Fast Facts: Frank helped to pioneer the master MSP model, offering hosted Kaseya and other services to MSPs.

John Igoe

Director, Advanced Technologies
Dell Service Organization
Dell Inc.

Round Rock, Texas.

Web: <http://www.dell.com>

Phone: 978-947-5000

Fast Facts: John mastered managed services long before Dell jumped into the market. He is the founder and CTO of Silverback Technologies, the MSP platform provider Dell acquired in 2007. Before launching Silverback, John ran Nortel's network operation center for several years. Now, he's one of the key people shaping Dell's SaaS strategy.

**Ian James**

President
Red Square Systems
Pittsburgh, Penn.

Web: <http://www.redsquare systems.com>

Email: info@redsquare systems.com

Phone: 412-488-9170

Fast Facts: Ian has generated triple-digit annual revenue growth during the economic slowdown, and 94 percent of his customers say they are likely to refer Red Square to other small businesses.

Andy Jassy

VP, Amazon Web Services
Amazon.com
Seattle, Wash.

Web: <http://www.amazon.com/s3>

Phone: 206-266-7180

Fast Facts: Andy, notes Wired magazine, wrote the original Amazon Web Services business plan in 2004 and has been running the operation ever since, including Amazon's Simple Storage Service (S3) initiative.

James Jefferies

Founder
Convergence Network Services
Southlake, Texas

Web: <http://www.convergencens.com>

Email: sales@convergencens.com

Phone: 817-807-1648

Fast Facts: James has grown Convergence to manage more than 1,000 devices in just over a year. He's also maintained 100% employee and client retention.

Dave Johnson

CTO, The Pohlad Family
Minneapolis, Minn.

Web: <http://www.pohladfamilygiving.org>

Phone: 612-661-3910

Fast Facts: Dave is one of the key names at The Pohlad Family, which has been buying up MSPs and solutions providers, including Avtex.

Michael Jones

Founder
datAvail Corp.
Broomfield, Colo.

Web: www.datavail.com

Email: info@datavail.com

Phone: 303-926-4888

Fast Facts: Michael, the former CIO of Level3 Communications, designed datAvail to provide virtual database administration to small and midsize businesses. And in February 2008 he positioned datAvail to acquire Stratavia's managed services business.

**Jeff Kaplan**

Managing Director
THINKstrategies

Web: www.thinkstrategies.com

Blog: <http://www.thinkservices.blogspot.com>

Email: Info@thinkstrategies.com

Phone: 781-431-2690

Fast Facts: Jeff is one of the most widely quoted and recognized experts on managed services and software as a service.

Jon Kaufman

Founder and CEO
Network Billing Systems
Wayne, N.J.

Web: <http://www.nbsvoice.com>

Phone: 1-888-474-4968

Fast Facts: Jon engineered the June takeover of Simlab.net, a managed service provider in New Jersey. The deal strengthens NBS's position as a provider of hosted and managed VoIP services.

Doug Kaye

Executive Director
The Conversations Network
Kentfield, Calif.

Web: <http://www.rds.com>

Blog: <http://www.blogarithms.com>

Email: info@rds.com

Phone: 415-453-1400

Fast Facts: Doug literally "wrote the book" for aspiring MSPs and Web hosts. His best-selling book, "Strategies for Web Hosting and Managed Services," has guided thousands of solutions providers on their journey toward recurring revenue.

Lester Keizer

President
Ron Cook's Connecting Point
Las Vegas, Nev.

Web: www.cpvegas.com

Phone: 702-870-6411

Fast Facts: Lester transitioned his business from 80% product sales to 80% services in 16 months. And year-over-year managed services revenue grew more than 500%, making his company the top MSP in Nevada, according to the MSPmentor 100.

John Kilgore

Director of Managed Services
Computer Service Partners, Inc.
Raleigh, N.C.

Web: <http://www.cspinc.com>

Phone: 919-424-2000

Fast Facts: John leads a team that generates more than \$1 million in recurring managed services revenue. In fact, he increased the profitability on managed services revenue from 10% to 40% in only six months without reducing headcount.

William King

CEO, Alentus Corp.
Laguna Niguel, Calif.

Web: <http://www.alentus.com>

Phone: 877-922-9903

Fast Facts: William positioned Alentus to offer open source (the MySQL database) and closed source (Microsoft SharePoint) applications on demand.

Wayne Kiphart

VP of Managed Services
Logicalis

Cincinnati, Ohio

Web: www.us.logicalis.com

Phone: 513-412-7952

Fast Facts: Peers say Wayne was the driving engine that led a start-up operation, with heavy capital outlay, to become a profitable operation, reaching customers around the globe.

Dave Kubick

VP, Worldwide Channels and Alliances
Iron Mountain

Frankfurt, Germany

Web: <http://www.ironmountain.com>

Phone: 1-800-899-4766

Fast Facts: Dave is building key partnerships across the managed services ecosystem. He worked to ensure Iron Mountain earned vendor accreditation from the MSPAlliance, and has also developed an online partnership with N-able.

Susan Labandibar

Founder, Tech Networks of Boston
Boston, Mass.

Web: <http://www.techboston.com>

Blog: <http://blog.techboston.com>

Email: sales@techboston.com

Phone: 617-269-0299

Fast Facts: Long before green computing became the rage, Susan was committed to being a low-carbon footprint managed service provider. Her company's values have always included recycling, economy, and caring support. As an MSP, Tech Networks delivers onsite service via public transportation or the company car: A Toyota Prius. Beginning in 2006, clients who needed new computers were offered the power-sipping Earth-PC and Earth-Server. In 2008, Tech Networks was one of the first MSPs to use Kaseya's user-state management tool to centrally control power-management settings, while working on a green IT services project to quantify the IT carbon footprint of each client.

**Rene Lacerte**

CEO and Founder
Bill.com

Palo Alto, Calif.

Web: <http://www.bill.com>

Email: partner@hq.bill.com

Phone: 650-353-3301

Fast Facts: Through software as a service and a killer URL (Bill.com), Rene is disrupting the traditional business and finance software market.

Ron Lachman

CEO, Catbird Networks Inc.
Scotts Valley, Calif.

Web: <http://www.catbird.com>

Email: info@catbird.com

Phone: 866-682-0080

Fast Facts: Ron is a serial entrepreneur who has launched companies acquired by Eastman Kodak, Sun and Legent. Catbird promotes Virtual Network Security and has a strong managed services initiative.

Phil LaForge

Director of Hosting and Managed Services
Berbee, a CDW Company
Madison, Wis.

Web: <http://www.berbee.com>

Phone: 608-288-3000

Fast Facts: Most sophisticated MSPs are now familiar with SAS 70 Type II Audit standards. But Phil was one of the early advocates of such audit approaches.

Joel Le Mercier

President, iEUROP
Paris, France

Web: <http://www.ieurop.net>

Fast Facts: Joel strongly advocates open source application hosting, and has also driven iEUROP's iDOO.com portal, which allows web users to collaborate with one another.

**Chuck Lennon**

President
TeamLogic IT
Mission Viejo, Calif.

Web: www.teamlogicit.com

Fast Facts: A frequent speaker at CompTIA events, Chuck is the rare solutions provider who has melded business franchising with managed services.

Michael Locher

President and CEO
Enterprise Integration
Jacksonville, Fla.

Web: <http://www.entint.com>

Phone: 904-733-4349

Fast Facts: In 1998, Michael left a successful corporate position and opened the doors of EI with a plan and a prayer. He has grown the business to \$13 million, landing near the top of the MSPmentor 100.

Bob Longo

Director of Managed Services
ClearPointe
Little Rock, Ark.

Web: <http://www.clearpointe.com>

Email: info@clearpointe.com

Phone: 501-225-1155

Fast Facts: Bob built ClearPointe a top network operation center (NOC) provider accredited by the MSPAlliance.

**Amy Luby**

CEO, MSPSN
Omaha, Neb.

Web: www.mspsn.com

Phone: 877-696-7776

Fast Facts: Amy leads MSPSN, which has assisted more than 400 solutions providers moving from break-fix to a managed services business model. Moreover, MSPSN has aggregated the top MSP vendors, and helped them create channel programs and opportunities for their managed services customers. Under Amy's guidance, MSPSN also provides fulfillment services (Virtual Service Desk) to the SMB channel.

Bill Lucchini

GM, Quickbase Web
Intuit Corp.
Waltham, Mass.

Web: <http://quickbase.intuit.com>

Blog: <http://www.quickbase.intuit.com/blog>

Email: corpsale@quickbase.com

Fast Facts: Bill is one of the key people leading Intuit's transformation from a shrink-wrap software company into an on-demand software provider.

Chris Luxford

CEO, 3D Networks Australia
Notting Hill, Victoria, Australia

Web: <http://www.3dnetworks.com>

Fast Fact: While many VARs are stilling promoting VoIP, Chris melded IP unified communications with an MSP mindset.

Chris Lyman

CEO and CTO, Fonality
Los Angeles, Calif.

Web: <http://www.fonality.com>

Phone: 310-861-4300

Fast Facts: Chris is rewriting all the rules in the PBX market. His company, Fonality, provides IP PBXs based on the Asterisk open source platform. Fonality's success, including hosted VoIP services, has attracted attention from Dell Inc. -- which recently began reselling Fonality's wares.

**Matt Makowicz**

Author, "A Guide to Selling Managed Services", Ambition Consulting
Somerset, N.J.

Web: www.ambitionmission.com

Email: coaching@ambitionmission.com

Fast Facts: Matt commands the spotlight at numerous MSP- and small-business-oriented conferences. He's well-known on the speaking circuit, and his book ("A Guide to Selling Managed Services") is considered required reading in this industry.

Ahmed Mansoor

CEO

Brixtel Corp.

McLean, Virginia

Web: <http://www.brixtel.com/>

Email: support@brixtel.com

Phone: 703.738.8766

Fast Facts: Ahmed is melding managed services with virtualization to simplify customer environments.

Lori Salow Marshall

VP, Marketing & Business Development
Datacastle Corp.

Seattle, Wash.

Web: <http://www.datacastlecorp.com>

Phone: 425-996-9684

Fast Facts: Lori is working behind the scenes with major vendors to promote managed endpoint security. Previously, she was VP of business development for the Microsoft Alliances at Unisys.

Chad Massaker

CEO and President

Carceron Systems Group

Kennesaw, Georgia

Web: <http://www.carceron.net>

Phone: 770-424-3393

Fast Facts: Chad runs one of Georgia's most successful managed service providers, and frequently shares his expertise through Webcasts and other educational seminars.

Daniel Mattes

Chairman and co-founder, Jajah
Mountain View, Calif.

Web: <http://www.jajah.com>

Blog: <http://blog.jajah.com>

Fast Facts: Daniel is pushing Jajah into hosted IP telephony solution market. The company in July vowed to disrupt traditional PBXes and network switches with a hosted system that supports up to 5K employees.

Keith McCall

CTO and founder, Azaleos Corp.
Seattle, Wash.

Web: <http://www.azaleos.com>

Phone: 206-926-2000

Fast Facts: Keith successfully positioned Axxis to cash in on managed services for Microsoft Exchange and Blackberry Enterprise Server. His hybrid approach uses an on-premise service endpoint (a physical or virtual appliance) to keep e-mail data inside a company's a firewall. Azaleos network operations center, meanwhile, manage the Exchange systems.

Alan McDonald

President, All Connected

Simi Valley, Calif.

Web: <http://www.allconnected.com>

Email: marcog@allconnected.com

Phone: 805-526-1455

Fast Facts: Alan has led the launch of a branded MSP effort known as webConnect, secureConnect and dataConnect.

**Todd McKendrick**

Former: VP, Do IT Smarter

Current: Channel AE, Dell

Managed Services

Dell Inc.

Round Rock, Texas

Web: <http://silverbacktech.com>

Email: USBLUS-sales@dell.com

Phone: 978-670-9944

Fast Facts: Todd received more than a dozen nominations for this list from our readers. Many of those readers first met Todd during his time at Do IT Smarter, the popular master MSP. Now at Dell, Todd is helping the PC giant to evangelize its Silverback managed services.

Doug McLeod

Co-founder, Clear Focus Inc.
Wenatchee, Wash.

Web: <http://www.clearfocus.net>

Phone: 509-663-7000

Fast Facts: Doug is a true-believer in hardware as a service (HaaS), and drew up a strategy to ensure HaaS was part of his company's fixed monthly fee offering.

Frederick Mendler

VP, Fanatical Support
Rackspace US Inc.
San Antonio, Texas

Web: <http://www.rackspace.com>

Blog: <http://www.rackspace.com/blog>

Phone: 1-800-961-2888

Fast Facts: You likely know about Rackspace's hosting services. But Frederick is the key person you need to know if you're interested in the company's rapidly expanding managed services efforts.

Mike Menegay

Director, Dell Business Services
Dell Inc.

Round Rock, Texas

Web: <http://silverbacktech.com>

Phone: 978-670-9944

Fast Facts: Mike is one of the key people at Dell evangelizing the company's Silverback services. And he's also a stand-up guy, who articulates Dell's commitment to MSPs and solutions providers despite some skepticism from VARs.

Marie Meoli

President and CEO
Whitefox Marketing and Communications
Fullerton, Calif.

Web: <http://www.whitefoxpr.com>

Email: info@whitefoxpr.com

Phone: 714-680-0335

Fast Facts: As the PR firm for Autotask, Ingram Micro and N-able, among others, is focused exclusively on the IT channel, and is one of its most vocal cheerleaders. She has the ability to insert her clients as well as their clients in media that spotlights their unique value propositions in an easy-to-understand layperson's language. She's always on email, providing a bridge between her clients and reporters.

Joseph Mercadante

President, JP Merc & Co.
Westborough, Mass.

Web: <http://www.jpmerc.com>

Phone: 1-508-898-9111

Fast Facts: Joseph runs one of the most successful solutions providers in New England, with an emphasis on SMB solutions.

**Brad Miller**

CEO, Perimeter security
Milford, Conn.

Web: www.perimeterusa.com

Phone: 1-800-234-2175

Fast Facts: Since joining the company in mid-2000, Brad has grown Perimeter eSecurity's revenue more than 3,000 percent.

Brian Miller

COO, United Technology Group LLC
Buford, Georgia

Web: <http://www.utgsolutions.com>

Email: info@utgsolutions.com

Phone: 678-730-0345

Fast Facts: Brian has rallied United Technology Group around Vantage360, the company's managed services platform.

Bruce Mills

President, Inforonics
Littleton, Mass.

Web: <http://inforonics.com>

Phone: 978-698-6593

Fast Facts: Bruce is one of the key leaders behind Inforonics' successful move into SaaS solutions, application management and managed hosting

Barry Monies

President and CEO, Computronix LLC
Stamford, Conn.

Web: <http://www.ComputronixUSA.com>

Email: info@computronixusa.com

Phone: 203-921-2665

Fast Facts: As featured in CRN several times, Barry is considered a pioneer in the managed services industry. In addition to appearing on the MSPmentor 100, Computronix was one of only 100 companies invited to participate in a Congressional Conference on Private Technologies for Homeland Security. Barry was next invited to accompany the Governor of Connecticut on a trade mission to Europe to discuss international technology. He also appeared in Forbes after closing a deal with Sony to provide managed services for companies across the nation.

Thomas Montoya

COO, Computer Network Solutions Inc.
Plainview, N.Y.

Web: <http://www.computerns.com>

Email: service@computerns.com

Phone: 516-941-2445

Fast Facts: Thomas is the point person leading Computer Network Solutions' transformation from break-fix to managed services. So far, that transition is going well. Major managed services wins include an extensive engagement at JFK International airport in New York.

David Moorman

President, DynaSis
Roswell, Georgia

Web: <http://dynasis.com>

Phone: 770-882-2432

Fast Facts: David built one of Atlanta, Georgia's top managed service providers.

Kevin Mulloy

Head of Managed Services
Presidio Networked Solutions
Greenbelt, Maryland

Web: <http://www.presidio.com>

Phone: 301-313-2000

Fast Facts: Kevin leads one of the USA's most progressive MSPs, working closely with Cisco in such areas as TelePresence, Unified Communications and security.

David S. Mulvey

President, Advanced Network Products Inc.
Glenside, Penn.

Web: <http://www.anp.net>

Phone: 267-628-1033

Fast Facts: David has been driving managed services since 1997, and his company built its first 24x7 NOC in 1998.

Alexander Muse

Chairman, Architel Holdings LLC
Dallas, Texas

Web: <http://www.architel.com>

Blog: <http://architel.com/blog/>

Phone: 214.550.2003

Fast Fact: Alexander developed the 'aligned services model' in the North Texas area, delivering a fully managed, all-you-can-eat solution for the SMB market for a flat-monthly fee.

**Mike Myer**

CTO, RightNow
Technologies Inc.

Bozeman, Montana

Web: www.rightnow.com

Phone: 1-866-630-7669

Fast Facts: Mike is the technology guru at RightNow, which has emerged as one of the technology industry's largest software-as-a-service (SaaS) companies.

Terry Myerson

GM, Exchange Server Division
Microsoft Corp.
Redmond, Wash.

Web: <http://www.microsoft.com>

Phone: 425-882-8080

Fast Facts: Terry will play a key role as Microsoft increasingly fine-tunes Exchange Server to be used as a hosted email platform.



Paul Nadjarian
Senior VP
Marketing and Product
OnForce
Boston, Mass.
Web: <http://www.onforce.com>

Blog: <http://blog.onforce.com>

Email: sales@onforce.com

Phone: 1-888-515-0100

Fast Facts: Paul, a veteran of eBay, is one of the wizards behind OnForce's marketplace for IT service providers. The marketplace allows VARs to outsource work to one another based on project bids, expertise, geography and other variables.

Michelle Nelson

CEO, Anexio Inc.
Sarasota, Fla.

Web: <http://www.anexio.com>

Email: mnelson@anexio.com

Phone: 941-556-3400

Fast Facts: Michelle leads one of Florida's top managed service providers Her company, Anexio, was the first MSPs on the Gulf Coast of Florida to earn MSPAlliance Accreditation.

Robert Norman

CEO, Vnetrix
Middlesex, UK

Web: <http://www.vnetrix.com>

Email: sales@vnetrix.com

Phone: +44 (0) 870 8030 095

Fast Facts: Robert built Vnetrix with a global vision in mind. The managed service provider now has more than 200 clients, stretched from New York to Hong Kong.

Phillip Norton

Chairman, CEO and President
ePlus
Herndon, Virginia

Web: <http://www.eplus.com>

Phone: 703-984-8400

Fast Facts: Phillip built ePlus into a national solutions provider that regularly lands on the VARbusiness 500. But these days, he's pushing ePlus deeper into managed services built around the company's own Network Operations Center, which services more than 45 corporate customers worldwide.

Alex Obeso

President
ADX Technologies, Inc.
Coral Gables, Fla.

Web: <http://www.adxtech.com>

Email: alex.obeso@adxtech.com

Phone: 305-442-4776

Fast Facts: Alex spearheaded the development of ADX ProActive Care, a branded managed services product tailored for small and medium businesses.

Amichay Oren

CTO, Jajah
Mountain View, Calif.

Web: <http://www.jajah.com>

Blog: <http://blog.jajah.com>

Fast Facts: Amichay is pushing Jajah into hosted IP telephony solution market. The company in July vowed to disrupt traditional PBXes and network switches with a hosted system that supports up to 5,000 employees.

Jim Page

Chief Architect, Email SaaS, Webroot
Bracknell, Berks, UK

Web: <http://www.webroot.com>

Phone: 1-866-915-3208

Fast Facts: With 20 years of software development experience, including a leading role developing both Silicon and Systems for Sega, Jim launched Email Systems in 2003, which merged with global security leader Webroot, to create Webroot Email Security SaaS (Software as a Service) in November 2007. Prior to founding Email Systems, Jim provided software solutions to various ISPs and multimedia companies.



Karl Palachuk

Prominent Author
KPEnterprises Business
Consulting, Inc. and
Great Little Book Publishing
Co., Sacramento, Calif.

Web: <http://www.kpenterprises.com>

Email: Sales@KPEnterprises.com

Phone: 916-928-0888

Fast Facts: Karl is the author of a popular blog and several practical MSP-focused business books. He also hosts seminars and training events.

Michael Petrov

CTO, Digital Edge
Staten Island, N.Y.

Web: <http://www.digitaledge.net>

Phone: 718-370-3353

Fast Facts: You don't have to be a rocket scientist to master managed services. But Michael is, indeed, a nuclear engineer. Prior to launching Digital Edge, Michael backend e-commerce systems for major dot-com companies.

Justin Pirie

Director, Partner Advantage Ltd.
Bristol, UK

Web: <http://www.padv.co.uk>

Phone: 779-962-5787

Fast Facts: Justin (and business partner, Mat Clothier) has helped revolutionize the Managed Services landscape in the UK. They work closely with N-able, Iron Mountain, Autotask and Level Platforms, among others. They are currently working with Microsoft in Redmond to turn MS Office into a subscription product.

Michael Proper

President and CEO, DirectPointe
Lindon, Utah

Web: <http://www.directpointe.com>

Email: info@directpointe.com

Phone: 801-805-9700

Fast Facts: Michael built DirectPointe into the top-ranked company on the 2007-2008 MSPmentor 100 list, and recently architected a relationship with OnForce, the top online market place for IT service providers.

Bob Puphal

Director, CommNet International
Voorhees, N.J.

Web: <http://www.commnetinternational.com>

Email: sales@commnetinternational.com

Phone: 856-719-1000

Fast Facts: Bob oversees systems administration, product and applications development at CommNet, a member of our MSPmentor 100 list for 2007-2008.

Joe Quaglia

Senior VP, US Marketing
Tech Data Corp.
Clearwater, Fla.

Web: <http://www.techdata.com>

Phone: 1-800-237-8931

Fast Facts: Joe oversees Tech Data's VARChoice managed services strategy, which includes ongoing relationships with several MSP platform providers.

Mike Ralston

Managing Director
Solsoft Technology Ltd.
Clifton, Bristol, UK

Web: <http://www.solsoft.co.uk>

Email: mike.ralston@solsoft.co.uk

Phone: 44-8450-730-942

Fast Facts: Mike has helped to successfully reinvent Solsoft, maintaining the best of the company's experience as a Microsoft Gold Certified Partner and pushing deep into managed services.

**Gary Read**

CEO, Nimsoft
Redwood City, Calif.

Web: <http://www.nimsoft.com>

Blog: <http://nimsoft.com/blogs>

Phone: 650-570-5401

Fast Facts: Gary has designed Nimsoft to target MSPs as well as corporate IT. So far, that strategy is paying dividends. Recurring revenue jumped 130 percent for the company's Q2 2008. And did we mention Gary writes one of the most engaging blogs in the MSP space?

Jennifer Roback

VP of Sales
Praxis Computing
Los Angeles, Calif.

Web: <http://www.praxis.com>

Email: info@praxis.com

Phone: 310-577-7600

Fast Facts: Jennifer is a familiar name to MSPmentor -- and a well-known IT expert in Southern California. We've quoted her in a range of stories over the years involving IT consulting and managed services projects across Los Angeles.

**John Roberts**

Chairman, CEO and Co-
Founder SugarCRM
Cupertino, Calif.

Web: www.surgarcrm.com

Email: sales@sugarcrm.com

Phone: 408-454-6940

Fast Facts: John is disrupting two markets at the same time. SugarCRM is based on open source, and can be deployed using Software as a Service (SaaS). In fact, 30 percent of new SugarCRM customers, Roberts says, opt for the SaaS approach. If business continues growing, pundits expect SugarCRM to launch an IPO in 2010 or so.

Rob Ross

President, Think Smart Inc
Gold River, Calif.

Web: <http://www.thinksmartinc.com>

Email: info@thinksmartinc.com

Phone: 916-851-0836

Fast Facts: Rob was one of the true pioneers of managed services and actually had a managed service offering back as far as 1995. He was the first independent integrator in California to complete construction on his first Network Operations Center (NOC) in 1995. From even then, he has evangelized the managed services market and has spoken at numerous industry company events (i.e. Novell, Microsoft, Symantec, Kaseya, etc.) to help further the message of managed services. Rob was on the executive team to take his company through a public offering in 2000 and led that push with managed services as the primary financial model.

**Al Safarikas**

Senior director of service
provider managed services,
Cisco Systems Inc.
San Jose, Calif.

Web: <http://www.cisco.com>

Blog: <http://blogs.cisco.com/sp>

Phone: 408-526-4000

Fast Facts: Al has publicly stated that Cisco will not compete with MSPs—a major stand that few hardware and software companies are willing to take.

Maurice Saluan

VP, Channel Management
Zenith Infotech
Pittsburgh, Penn.

Web: <http://www.zenithinfotech.com>

Email: partners@zenithinfotech.com

Fast Facts: Maurice is driving a partner strategy that positions Zenith Infotech as a backup and business continuity specialist. The company's "pay as you go" model has attracted MSPs that don't want to pay a large lump sum to enter the market.

Rory Sanchez

President, SLPowers
West Palm Beach, Fla.

Web: <http://www.SLPowers.com>

Phone: 561-835-8351

Fast Facts: As one peer puts it, "Rory may have invented managed services." He and his company (SLPowers) started providing these services as far back as 1999, even before it was called managed services. In 2005 he was selected as Palm Beach County's Small Business Person of the Year and in 2007 received a CompTIA Industry Contribution Award (for sharing managed services best practices) and a "gold" recognition from the (Nimsoft sponsored) MSP Global Excellence Awards.

**Peter Sandiford**

CEO
LPI Level Platforms Inc.
Ottawa, Ontario, Canada

Web: www.levelplatforms.com

Email: sales@levelplatforms.com

Phone: 613-232-1000

Fast Facts: Peter is one of the most approachable executives in the managed services industry. In order to simplify go-to-market strategies for MSPs, Peter has been leading Level Platforms to develop hosting partnerships with Do IT Smarter, Ingram Micro, Brookland, NetEnrich and ITWatch Managed Services.

Sharad Sanghi

Founder and CEO
NetMagic Solutions
Mumbai, India

Web: <http://www.netmagicsolutions.com>

Email: info@netmagicsolutions.com

Phone: 408-524-1547

Fast Facts: Sharad launched NetMagic in 1998, leveraging his experience as an Internet backbone engineer. The company has emerged as one of India's leading managed IT service providers with NOCs that are ISO 27001 and SAS-70 Audit (Type II) compliant.

**Sugata Sanyal**

CEO, ZINFI
Technologies Inc.
Pleasanton, Calif.

Web: <http://www.zinfi.com>

Phone: 1-866-707-1944

Fast Facts: Sugata is building out a content management platform for solutions providers and managed service providers. Customers and partners include Autotask, Do IT Smarter, LPI Level Platforms, MSPAlliance and SonicWall.

Akash Saraf

CEO, Zenith Infotech
Pittsburgh, Penn.

Web: <http://www.zenithinfotech.com>

Email: partners@zenithinfotech.com

Fast Facts: Akash launched Zenith Infotech in 1996 as a software company and shifted toward IT infrastructure management solutions in 2001. More recently, he pushed Zenith Infotech into the managed services industry, generating 1,600 percent growth in 2005. Strong growth continues today, and Zenith Infotech has developed close relationships with such partners as Intel.

David Schafran

President, Transformation Strategies Inc.
New York, N.Y.

Web: <http://www.TransStrat.com>

Email: info@transStrat.com

Phone: 212-799-1770

Fast Facts: David is driving collaboration between MSPs with "The MSP Roundtable," a quarterly meeting of 10 MSPs that work in non-competing markets.

Roman Scharf

President and co-founder, Jajah
Mountain View, CA, USA

Web: <http://www.jajah.com>

Blog: <http://blog.jajah.com>

Fast Facts: Scharf is declaring war on conventional PBXes. In a blog posting heard 'round the world, he proclaimed: "The days of investing in PBXs from Nokia Siemens or installing expensive Cisco IP switches are long passed. Now every company in America can instantly switch its entire telephony infrastructure onto IP, delivering significant cost savings with zero start up cost." Naturally, Jajah's SMB solution suite is the disruptive technology aimed at the PBX market.

Mary Schmidt

Owner, Independent Consultant
Albuquerque, New Mexico

Web: <http://www.maryschmidt.com/>

Blog: <http://www.maryschmidt.com/blog>

Email: mary@maryschmidt.com

Phone: 505-856-2551

Fast Facts: Outspoken and engaging, Mary's no-nonsense approach to marketing for MSPs has attracted a crowd. She develops channel programs, sell-through strategies and marketing materials for the MSP industry.

Mark Schnitzius

President
iVenture Solutions, Inc.
Jacksonville, Fla.

Web: www.iventuresolutions.com

Phone: 904-332-8645

Fast Fact: Mark is a master at driving growth. iVenture recently landed on CRN's Fast Growth 100. But this isn't a pure growth strategy. Mark has also aligned iVentures with such organizations as the MSPAlliance in order to reinforce the company's brand and reputation in the MSP industry.

Will Scott

Service Provider Marketing, Managed and Hosted Business Services
Cisco Systems Inc.
Austin, Texas

Web: <http://www.cisco.com/go/managedservices>

Fast Facts: Will is a regular participant in the Web 2.0 world, weighing in on key managed services issues across a range of Internet sites -- including MSPmentor.

Mark Scott

President and Founder
The Utility Company
Ottawa, Ontario, Canada
Web: <http://www.theutilitycompany.com>
Email: info@theutilitycompany.com
Phone: 613-591-9800

Fast Facts: Mark is the former CEO and co-founder of N-able Technologies. Today, the "business transformation" model he conceptualized has been adopted by most of the vendors in the MSP market. Next, he created The Utility Company -- which focuses on the managed IT service franchise model. The Utility Company looks to become the first national (eventually global) single-source provider for the SMB market. In 2007, Mark was named one of the Top 25 Newsmakers by Computer Dealer News for envisioning the next stage of managed services -- the evolution toward utility computing.

**Adam Selipsky**

VP, Product Management and Developer Relations for Amazon Web Services
Amazon.com
Seattle, Wash.

Web: <http://aws.amazon.com>

Phone: 206-266-7180

Fast Facts: Adam joined Amazon Web Services in May 2005. He oversees developer support, product strategy, demand generation, evangelism, and marketing communications related to the Amazon Web Services business.

Jason Seymour

Director of Marketing
AccountablIT
West Bend, Wis.

Web: <http://www.accountablit.com>

Email: jseymour@accountablit.com

Phone: 262-247-2759

Fast Facts: Jason developed "budget guidance report" as a strategic tool to help customers gauge where their company's IT budget dollars should be allocated.

**Dan Shapero**

Senior VP of Marketing
Kaseya
St. Helier, Jersey
British Isles (HQ)

Web: <http://www.kaseya.com>

Blog: <http://blog.kaseya.com/>

Email: sales@kaseya.com

Phone: 44-1534-832-534

Fast Facts: Dan develops "go to market" strategies for Kaseya, and has expanded his own team from two people in 2007 to roughly a dozen now. The expansion has allowed Kaseya to push beyond the US market to focus on global initiatives.

Brian Sherman

Director of Business Development
Autotask Corp.
East Greenbush, N.Y.

Web: <http://www.autotask.com>

Fast Facts: Brian is a former journalist who led Business Solutions magazine. He now leads partner strategies at Autotask. A tireless networker, Brian lives on LinkedIn and other social networks to drive new business relationships.



MJ Shoer
President, Jenaly Technology
Group, Inc.
Portsmouth, N.H.
Web: <http://www.jenaly.com>
Blog: <http://mjsblog.jenaly.com>

Phone: 603-431-7864

Fast Facts: MJ moved Jenaly into managed services back in 2000 and was an early investor in the tools to make this a success. To date, all but 2% of the company's clients are managed services clients and more than 60% of the company's revenue is generated from managed services offerings and steadily growing. MJ continues to evaluate and develop new services that fit the managed services model and integrate those into the offerings suite. MJ has also been a thought leader on the national level for the industry with significant engagement with CompTIA and The ASCII Group to name a few. Most recently, MJ was involved with the search process to select the new President/CEO for CompTIA and is very excited about the future of the Association and the industry.

Jeff Shreeve
President and CEO
StorageCraft
Draper, Utah
Web: <http://www.storagecraft.com>
Email: partners@storagecraft.com
Phone: 801-545-4700

Fast Facts: Jeff has positioned StorageCraft to focus on disk-based backup, disaster recovery, data protection and security solutions for servers, desktops and laptops. And yes, StorageCraft has an aggressive partner program for MSPs.

Larry Shulman
CEO
LMS Technical Services
Farmingdale, N.Y.
Web: <http://www.lmstech.com>
Phone: 631-694-2315

Fast Facts: Larry has been driving LMS forward for nearly 30 years. But he's also managed to reinvent the company, focusing on relationships with Zenith Infotech and Intel in order to bolster remote administration services.

Moultou Sidamaram
Marketing
ManageEngine
Pleasanton, Calif.
Web: <http://www.manageengine.com>
Email: sales@adventnet.com
Phone: 925-924-9500

Fast Facts: Moultou drives marketing for ManageEngine, the enterprise IT management software division of AdventNet Inc. His efforts are delivering results: ManageEngine's software now has more than 1 million users worldwide.

Michael Simon
President and CEO
LogMeIn
Woburn, Mass.
Web: <http://www.logmein.com>
Phone: 1-800-993-1790
Fast Facts: Michael pushed beyond traditional MSP markets, positioning LogMeIn's tools to remotely manage such devices as kiosks and point-of-sale systems.



Erick Simpson
VP and CIO
MSP University
Garden Grove, Calif.
Web: <http://www.mspu.us>

Blog: <http://mspu.typepad.com/>
Phone: 1-888-248-9964
Fast Facts: Erick is the grand professor of the managed services market. After running his own managed service provider, he shifted into the world of education and consulting. MSP University's clientele includes many of the world's top technology companies and platform providers. Erick also wrote "The Guide to a Successful Managed Services Practice: What every SMB IT service provider should know."

David Skoll
President and CEO
Roaring Penguin Software
Ottawa, ON, Canada
Web: <http://www.roaringpenguin.com>
Email: info@roaringpenguin.com
Phone: 613-231-6599
Fast Facts: David, a co-founder, is driving anti-spam appliances into the managed services market.

Jonathan Smith

Founder and CEO
IT On Command
Denver, Colo.

Web: <http://www.itoncommand.com>

Phone: 303-460-9000

Fast Facts: Smith has taken his company global with an IT outsourcing solution that has earned IT On Command a Partner of the Year finalist award from Microsoft.

Lane Smith

President, Do IT Smarter
San Diego, Calif.

Web: <http://www.doitsmarter.com>

Social Network: <http://doitsmarter.ning.com>

Email: sales@doitsmarter.com

Phone: 858-616-6488

Fast Facts: Lane and his peers are among the most vocal advocates of the master MSP business model, which allows VARs to become managed service providers without building out their own NOCs.

Robbie Smith

Principal, I-RAS Solutions Ltd.
Bristol, UK

Web: <http://www.i-ras.co.uk>

Email: enquiry@i-ras.co.uk

Phone: +44 845 634 0601

Fast Facts: Robbie and I-RAS were early advocates of the ITIL framework, ensuring that IT and business projects adhere to a range of best practices.

Mike Snyder

Co-founder and Principal
Sonoma Partners LLC
Chicago, Illinois

Web: <http://www.sonomapartners.com>

Blog: <http://blog.sonomapartners.com>

Phone: 312-627-0700

Fast Facts: Mike leads one of the United States' most successful solutions providers focused on Microsoft Dynamics CRM. Though Sonoma isn't known as a managed services powerhouse, MSPmentor is watching Mike and his company closely, especially as Microsoft's Software+Service strategy comes into focus.

David Sobel

CEO, Evolve Technologies
Fairfax, Virginia

Web: <http://www.evolvevtech.com>

Email: info@evolvevtech.com

Phone: 703-426-7100

Dave owns and manages one of the top services companies in the world; it was recognized by Microsoft as a WW Finalist for Partner of the Year and ranked in the annual MSPmentor 100. Dave leads the vision and direction for Evolve, as well as marketing, sales, and service responsibilities.

Serguei Sofinski

CEO, Intermedia
New York, N.Y.

Web: <http://www.intermedia.net>

Phone: 212-375-6375

Fast Facts: Serguei has built Intermedia to manage email calendars and address books for 25,000 small and midsize businesses.

Arlin Sorensen

Principal
Heartland Technology Solutions
Harlan, Iowa

Web: <http://www.heartlandtechnologies.com>

Blog: <http://peerpower.Blogspot.com>

Phone: 712-744-3619

Fast Facts: Arlin has grown HTS from his own hobby into a leading MSP and IT provider covering 5 states in 8 offices. He has also founded the Heartland Technology Groups (HTG) peer group efforts, bringing more than 120 solution providers together for peer group and information exchange.

Charles Spencer

Director of Education
Kaseya

San Juan Capistrano, Calif.

Web: <http://www.kaseya.com>

Email: sales@kaseya.com

Phone: 415-694-5700

Fast Facts: Charles is charged with ensuring Kaseya customers understand how to fully leverage Kaseya's solutions. Among his innovations, Charles launched the Kaseya empower education portal in September 2007.

Jim Steger

Co-founder and Principal
Sonoma Partners LLC
Chicago, Ill.

Web: <http://www.sonomapartners.com>

Blog: <http://Blog.sonomapartners.com/>

Phone: 312-627-0700

Fast Facts: As co-founder of Sonoma, Jim literally co-wrote the book on Microsoft Dynamics CRM. The book went on to become a bestseller, and Jim is one of the key minds behind one of the top Dynamics CRM consulting firms.

Matt Steinfort

CEO, Envysion
Louisville, Colo.

Web: <http://www.envysion.com>

Blog: <http://managedvideoblog.com/>

Phone: 303-590-2350

Fast Facts: Matt isn't a traditional managed service provider. Instead, he's pioneering the market for so-called Managed Video as a Service.

Bud Stoddard

President and CEO
AmeriVault
Waltham, Mass.

Web: <http://www.amerivault.com>

Phone: 781-839-7898

Fast Facts: Bud pioneered portions of remote online backup industry, and in May 2008 he led AmeriVault's successful sale to PHNS -- a business process service provider focused on the healthcare vertical.

**John Street**

Chairman and CEO
MX Logic Inc.
Englewood, Colo.

Web: <http://www.mxlogic.com>

Email: info@mxlogic.com

Phone: 720-895-5700

Fast Facts: John's vision for MX Logic is simple and focused. He's driving the company to provide "the most reliable and cost-effective email protection and security solutions" available. That focus has allowed MX Logic to emerge as one of the key players in the managed security services industry.

Akio Sugeno

Director, Internet Engineering & Operations
TELEHOUSE America
Staten Island, N.Y.

Web: <http://www.telehouse.com>

Phone: 718-355-2500

Fast Facts: Akio maintains and monitors TELEHOUSE America's two International Internet Exchanges, NYIIX and LAIIX.

Patrick Sullivan

CIO, All Covered
Redwood City, Calif.

Web: <http://www.allcovered.com>

Phone: 650-486-5000

Fast Facts: Patrick was an early advocate of open source-driven security services, and his integration expertise helped All Covered to more easily manage the March 2008 acquisition of Octopus Networking.

**Polly Sumner**

President, Platform,
Alliances and Services
Salesforce.com
San Francisco, Calif.

Web: www.salesforce.com

Phone: 1-800-No-Software

Fast Facts: Polly is the key person overseeing much of Salesforce.com's transition from a hosted application into a partner-driven platform.

Ted Swanson

President
IT Solutions Consulting, Inc.
Fort Washington, Penn.

Web: <http://www.itsolutions-inc.com>

Email: info@PickITS.com

Phone: 215-886-7166

Fast Facts: Ted founded IT Solutions in 1994 and has grown it to be one of the largest MSP's in the Mid-Atlantic region. ITS has grown to over \$5 million in revenue mostly due to acquisitions and a large move into the managed services market.

Thomas P. Sweeney

Chairman and CEO
Incentra Solutions
Boulder, Colo.

Web: <http://www.incentrasolutions.com>

Email: info@incentrasolutions.com

Phone: 1-800-397-1719

Fast Facts: Thomas built and executed a MSP business plan that has enabled Incentra Solutions to be one of the largest managed storage service providers in the world. Through a series of strategic acquisitions and continued investment into Incentra's "GridWorks" OSS/MSP platform, Incentra's managed services and revenues have tripled in the last two years.

Imre Szentornyay

Managing Partner
SnapStreak Inc.
Houston, Texas

Web: <http://www.snapstreak.com>

Blog: <http://snapstreak.blogspot.com/>

Email: sales@snapstreak.com

Phone: 281-377-0981

Fast Facts: Imre developed a unique managed solutions portal for the Healthcare IT Services marketplace, called iPortal.MD. It's a turnkey, subscription-based IT service for physician offices. The Managed Services iPortal, or MSP, is all of the software, hardware, and data necessary to run a physician's practice, hosted offsite the company's HIPAA-compliant secure data center.

**Siamak Taghaddos**

President and CEO
Got VMail
Needham, Mass.

Web: <http://gotvmail.com>

Phone: 617-395-5700

Fast Facts: Simak co-founded Got VMail to deliver next-generation phone services to small businesses on the go. The company was the 66th fastest-growing private company in the annual Inc. 500 listing.

Branson Tang

Co-founder
EtoMicMail Technologies
La Jolla, Calif.

Web: <http://www.etomicmail.com>

Phone: 858-345-4592

Fast Facts: Branson bucked conventional wisdom when he entered the hosted security market. Instead of embracing Exchange Server, he has promoted an open source alternative (Zimbra) to his customers since 2001.

James Thompson

VP of Managed Services
Outsource IT Corp.
Roanoke, Virginia

Web: <http://www.outsourceitcorp.com>

Phone: 301-539-0200

Fast Fact: James leads customer implementations and Outsource IT's managed services department.

Ken Totura

VP of Channel Sales
MX Logic Inc.
Englewood, Colo.

Web: <http://www.mxlogic.com/partners/>

Email: info@mxlogic.com

Phone: 720-895-5700

Fast Facts: As VP of channel sales, Ken was instrumental in designing and deploying the MX Logic PartnerFocus program, which provides resellers with on-demand marketing and sales tools to ignite their managed service business. He also introduced resellers to the MX Logic Sales On Demand program.

Lila Tretikov

CIO, SugarCRM
Cupertino, Calif.

Web: <http://www.sugarcrm.com>

Email: sales@sugarcrm.com

Phone: 408-454-6900

Fast Facts: Lila is responsible for scaling Sugar On-Demand, a SaaS service that delivers CRM capabilities to customers worldwide. Roughly 30 percent of SugarCRM's customers are now opting for on-demand rather than on-premise deployments.

Ronny Tunfjord

Partner, Upstream Software
Solna, Stockholm, Sweden

Web: <http://www.upstream.se>

Fast Facts: Ronnie moved into the MSP services market back in 2004, and he now works as business and technology guru/consultant at Upstream, exclusive distributor of Kaseya in the Nordic region of Europe.

Ken Vanderweel

Director of Product Marketing
Nimsoft

Redwood City, Calif.

Web: <http://www.nimsoft.com>

Phone: 650-570-5401

Fast Facts: Ken is one of the key people who ensure Nimsoft balances its corporate messaging with the outgoing personality of CEO Gary Read. While Read sets the corporate direction for Nimsoft, Ken executes on it.

John Varel

CEO, FusionStorm

San Francisco, Calif.

Web: <http://www.fusionstorm.com>

Email: info@fusionstorm.com

Phone: 800-228-8324

Fast Facts: John leads one of the most successful solutions providers in North America, and was recently named a finalist for the Ernst & Young Entrepreneur of the Year award.

Raju Vegesna

Chief Evangelist, Zoho

Pleasanton, Calif.

Web: <http://www.zoho.com>

Blog: <http://blogs.zoho.com>

Email: info@zoho.com

Phone: 925-924-9500

Fast Facts: Raju is a familiar name at Web 2.0 conferences and in the Software as a Service (SaaS) industry. He educates the press and customers about the company's increasingly popular on-demand productivity applications, which compete with Google Apps. Looking ahead, Zoho is now pushing into simple, low-cost SaaS CRM and project management.

Sridhar Vembu

CEO, AdventNet

Pleasanton, Calif.

Web: <http://www.adventnet.com>

Email: sales@adventnet.com

Phone: 925-924-9500

Fast Facts: Most MSPs are familiar with AdventNet's managed services solutions. But the company also owns Zoho, maker of a wildly popular SaaS office productivity suite that competes with Google Apps.

Sekar Vembu

CEO, Vembu

Velachery, Chennai, India

Web: <http://www.vembu.com>

Blog: <http://blogs.vembu.com>

Email: storegrid-partner@vembu.com

Phone: 432-614-0198

Fast Facts: Sekar creates new businesses for a living. He was co-founder of AdventNet (owner of ManageEngine), SwissSQL (a database migration specialist) and launched Vembu in 2004. His strategy -- to develop online backup solutions for ISPs, MSPs and VARs -- has attracted 900 partners worldwide as of July 2008.

Chuck Vermillion

CEO, OneNeck IT Services Corp.

Scottsdale, Arizona

Web: <http://www.oneneck.com>

Phone: 480-315-3000

Fast Facts: Chuck has successfully focused One Neck on the emerging hosted ERP (enterprise resource planning) market, and he engineered the July 2008 deal to acquire Ensynch's hosting center.

**Bob Vogel**

Chief Marketing Officer

Autotask Corp.

East Greenbush, N.Y.

Web: www.autotask.com

Phone: 518-720-3500

Fast Facts: One fan calls Bob "that man behind the curtain" at Autotask, orchestrating all the marketing initiatives and collateral for the fast-growing software company. He's helped to grow Autotask's customer network, known as the Autotask CommuniTy, to include more than 9,000 active users who engage in discussions.

Nicholas Vossburg

CEO, TechAssist LLC
Pittsburgh, Penn.

Web: <http://www.techassistllc.com>

Phone: 1-800-336-6874

Fast Facts: Nick created the largest MSP in Washington, DC, (as ranked by MSPmentor). He built the first corporate sponsored outdoor WiFi hotspot in US, and recently launched a strategic partnership with DC Chamber of Commerce to establish Technology Leadership in Washington, DC.

Chris Walls

President of IT Outsourcing, PHNS
Dallas, Texas

Web: <http://phns.com>

Phone: 214-257-7000

Fast Facts: Chris positioned PHNS to acquire AmeriVault, which strengthened PHNS's move into the managed storage for healthcare market.

**Bob Walters**

CEO, Untangle
San Mateo, Calif.

Web: www.untangle.com

Blog: <http://blog.untangle.com>

Phone: 650-425-3300

Fast Facts: Bob is blending the worlds of managed services, open source and IT security together. He's also focused on closing the digital divide. Untangle often participates in Linux "installfests" that provide used PCs to schools and communities.

Charles Weaver

President, MSPAlliance
Chico, Calif.

Web: <http://www.mspalliance.com>

Phone: 1-888-850-MSPA

Fast Facts: Under Charles' leadership, the MSPAlliance has grown to become the world's largest managed services organization. The MSPA has also introduced key programs for its members, including a leasing program as well as a group life plan.

Celia Weaver

VP, MSPAlliance
Chico, Calif.

Web: <http://www.mspalliance.com>

Phone: 1-888-850-MSPA

Fast Facts: Celia oversees the global expansion of the MSPAlliance, which is the largest professional association for the managed services industry.

Dan Wensley

VP of Sales
LPI Level Platforms Inc
Ottawa, Ontario, Canada

Web: <http://www.levelplatforms.com>

Email: sales@levelplatforms.com

Phone: 613-232-1000

Fast Facts: Dan launched MSP Partners -- a vendor-driven forum for best practices and education. It assists VARs with their transition to managed services.

John Whaley

Founder and CTO
MokaFive
Redwood City, Calif.

Web: <http://www.mokafive.com>

Email: partners@mokafive.com

Phone: 650-980-0960

Fast Facts: John is one of the experts leading MokaFive's desktop virtualization strategy. Still a start-up, buzz about MokaFive's technology -- and its potential implications for managed service providers -- has been spreading across the Web.

Bill White

VP, Marketing and Sales
Roaring Penguin Software
Ottawa, Ontario, Canada

Web: <http://www.roaringpenguin.com>

Email: info@roaringpenguin.com

Phone: 613-231-6599

Fast Facts: Bill worked behind the scenes to ink a managed services partnership with LPI Level Platforms Inc., and is spending mid-2008 recruiting MSPs and VARs into the company's partner program.

John Whittaker

VP, Business Development
KnowledgeCentrix Inc.
Brea, Calif.

Web: <http://www.knowledgecentrix.com>

Phone: 714-990-1144

Fast Facts: An expert in developing start-up and mid-stage service providers, John helped build KnowledgeCentrix into one of the top-ranked MSPs on the annual MSPmentor 100 list.

Jeff Wieler

VP of Service
Do IT Smarter
San Diego, Calif.

Web: <http://www.doitsmarter.com>

Social Network: <http://doitsmarter.ning.com>

Phone: 858-616-6488

Fast Fact: Jeff is one of the brains behind delivering Do IT Smarter's master MSP model.

John Williams

Founder
eFolder Inc.
Atlanta, Georgia

Web: www.efolder.net

Email: info@efoldering.com

Phone: 800-352-0248

Fast Facts: John has successfully positioned eFolder as an easy storage solution for resellers and MSPs to embrace. He's also a prominent member of CompTIA, the Computing Technology Industry Association.

Brad Wilson

GM, Dynamics CRM Division
Microsoft Corp.
Redmond, Wash.

Web: <http://crm.dynamics.com>

Fast Facts: Brad is one of the key leaders driving Microsoft into the applications space, and he'll be one of the point people helping the company fulfill its software+service strategy -- which is essentially a journey toward Software as a Service.

Dan Wilson

President, Waypoint Solutions Group
Charlotte, N.C.

Web: <http://www.waypointsg.com>

Phone: 704-246-1717

Fast Facts: Dan founded Waypoint Solutions Group in 2000 and has grown the organization from 2 to nearly 40 current associates. Waypoint has expanded to reach customers across the globe, including clientele stretching from New Jersey to Canada to the United Arab Emirates. Waypoint was the top-ranked MSP in North Carolina, according to the MSPmentor.

Gary Wiseman

President and CTO, masterIT
Bartlett, Tenn.

Web: <http://www.master-it.com>

Email: info@master-it.com

Phone: 901-377-7891

Fast Facts: Gary is part of a tag-team combo (working closely with CEO Michael Drake) that has built Master IT into a top-ranked managed service provider, according to the MSPmentor 100 list.

**Ben Yarbrough**

CEO, Calyptix Security
Charlotte, N.C.

Web: <http://calyptix.com>

Email: info@calyptix.com

Phone: 704-971-8989

Fast Facts: Ben is relatively new to the managed services market, but he's a quick study. In recent months, he has been driving Calyptix's open source technology into the managed security services market.

Skip Yost

VP of Information Technology
mindSHIFT Technologies Inc.
Fairfax, Virginia

Web: <http://www.mindSHIFT.com>

Email: info@mindshift.com

Phone: 571-423-4000

Fast Facts: Skip is the man behind the scenes, making sure mindSHIFT's IT infrastructure scales rapidly to meet the needs of its customers. mindSHIFT has been on an acquisition spree, forcing Skip to quickly integrate acquired companies into mindSHIFT's overall IT infrastructure.



Conclusions

Nine Lives Media Inc., owner of MSPmentor.net, TheVARguy.com and WorksWithU.com, is developing additional research projects featuring traditional editorial and custom editorial components.

To participate in the research or sponsor a research program, please contact:

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