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**MSP ALLIANCE WEBINAR: SERVICE LEVEL AGREEMENT MARKETING,  
LEGALITIES AND MONITORING FOR THE MANAGED SERVICE PROVIDER**

**AccelOps Receives MSPAlliance Vendor Accreditation and Sponsors SLA Webinar**

**SANTA CLARA, CALIF. – December 1, 2009** – Managed service providers (MSPs) interested in learning the ins and outs of service level agreements (SLAs) should attend a December 9th webinar presented by AccelOps, the integrated datacenter monitoring leader, in partnership with Scott & Scott LLP, and the MSPAlliance. AccelOps also announced today it has received MSPAlliance vendor accreditation.

The complimentary webinar "SLA Marketing, Legalities and Monitoring for MSPs" will take place on Wednesday, December 9th at 10:00 A.M PST and will discuss how to reduce risks, improve SLA marketing, as well as automate monitoring and reporting. Registration is available at [www.accelops.net/mspsla.php](http://www.accelops.net/mspsla.php).

The webinar will cover topics of interest to MSPs, application service providers and Internet service providers, including marketing practices, legalities and monitoring technologies that can provide revenue opportunity while reducing risks and liabilities. Speakers are Charles Weaver, president of the MSPAlliance, Julie Machal-Fulks of Scott & Scott LLP, and Scott Gordon of AccelOps.

**New Accreditation**

AccelOps' new vendor accreditation is under the [MSPAlliance](#) (MSPA) Vendor Accreditation Program (VAP). VAP is the first program of its kind, specifically designed by managed service providers as a benchmark for vendors who sell products and services to the MSP community. Vendors who bear the VAP seal have shown they abide by the highest principles of quality in areas such as financial stability, positive channel practices, product research and development, and MSP customer satisfaction.

"The Vendor Accreditation Program is important to MSPs, since companies that receive accreditation have demonstrated their ongoing commitment to the channel," said Charles

Weaver, president of the MSPAlliance. "We are very proud to have AccelOps as a part of this prestigious body of vendors."

"The MSPAlliance provides tremendous benefit to the MSP community and facilitates the means for peer and vendor collaboration on trends, issues, capabilities and technologies," said [Imin Lee](#), CEO of AccelOps. "We look forward to participating in the Alliance and supporting the MSP industry. "

### **About The Speakers**

Charles Weaver is the co-founder and president of the MSPAlliance, an international standards and accrediting body for managed service providers. In addition to running the daily operational activities of the consortium, he writes and speaks extensively around the world on the managed services industry and authored "The Art of Managed Services." Prior to the MSPAlliance, he was an editor for an Internet news organization. Subsequently, he led the startup of a software company focused on the legal sector. Charles has a Juris Doctorate from Texas Wesleyan University School of Law and a BA degree in Political Science from Arizona State University.

As a partner at Scott & Scott, LLP, Julie Machal-Fulks leads a team of attorneys in representing and defending clients in legal matters relating to information technology. Her practice focuses on complex litigation ranging from privacy and network security, managed service provider transactions, data breach notification and crisis management, intellectual property disputes, service provider negligence claims, and content-based injuries such as copyright and trademark infringement in software, the internet, and all forms of tangible media. Julie holds a Juris Doctorate from the University of Houston Law Center and a BA from Texas A&M University, Corpus Christi.

Scott Gordon, vice president at AccelOps, has 20 year of experience in enterprise systems and information security. Prior to AccelOps, Scott was part of the team at Protego, the makers of the popular MARS security information management solution acquired by Cisco. He has advocated and contributed to the advancement of industry leading products spanning business service management, event correlation, security information management and risk management at startups and for industry leaders such as Axent,

AccelOps Receives MSPAlliance Vendor Accreditation and Sponsors Webinar on SLA Marketing, Legalities and Monitoring, Page 3 of 3  
McAfee and CA. Scott has an MBA, as well as MIS and marketing degrees from Hofstra University and is ITIL, CISSP and ISSMP certified.

### **About MSPAlliance**

The MSPAlliance is a professional association of 8,000 managed service providers and service-enabling technology vendors, who work in a collaborative effort to define, promote and educate the Managed Services Industry and the end-user consumer on the adoption and successful use of technology through Managed Services. MSPAlliance member companies are able to achieve Green IT Certifications, Disaster Recovery Certifications, and ultimately achieve MSPAlliance Accredited Provider Status. The MSPAlliance also offers many member benefits, such as Insurance, leasing programs, educational workshops and an online Managed Services Institute. For more information about the MSPAlliance please visit [www.mspalliance.com](http://www.mspalliance.com)

### **About AccelOps, How IT Accelerates Business**

AccelOps provides award-winning datacenter monitoring and IT service management software delivered as a virtual appliance or SaaS. The all-in-one solution assures service reliability through integrated datacenter monitoring, alerting, analysis and reporting across performance, availability, security and change management. The integrated approach aggregates, cross-correlates and manages diverse operational data to yield end-to-end visibility, service intelligence, operational efficiency and compliance automation. The Silicon Valley-based company is privately held, venture-backed and led by experienced technology executives who created the popular Cisco MARS security information management appliance. Do more, control more and save more by visiting [www.accelops.net](http://www.accelops.net).

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