

Building Stronger Client Relationships Through Zenith Managed Services

Fulfilling Diverse Customer Needs is Easier with Zenith Infotech

“Zenith Infotech provides tools that let us take the mundane tasks off our plate and allows us to focus on the strategic relationships with our clients.”

– Brett Jaffe, President, IT4

Founded in 1989, and based in Woburn, MA, IT4 strives to be something more – much more – to clients than a simple seller of IT solutions and managed services. “Our entire focus is to form a strategic partnership with the customer,” says IT4 President Brett Jaffe. And success, he explains, “comes down to process and client interaction.”

Instead of itemizing every service, IT4 offers IT services at a monthly fee, and rather than a typical vendor relationship, those customers enjoy the benefits of bringing technology savvy into their organizations. “We become basically a member of their management teams,” Brett observes, making budget recommendations, reviewing and analyzing IT needs and acting as a liaison to other IT service providers in instances where IT4 isn’t in a position to deliver a solution itself.

“Everything we do is designed to make us more ‘sticky’ with the client,” Brett says, “and it’s all based on doing whatever the client needs. Our value is in filling those needs. We’re not a ‘one-service-fits-all’ business.”

Continued on back >



*Brett Jaffe
President*



Company: IT4

Woburn, Massachusetts

Web Site: www.it4yourbusiness.com

Business Challenge: Form active partnerships with small and mid-sized businesses that go beyond the traditional role of an IT solutions provider to include acting as a trusted advisor clients.

Solution: Leveraging Zenith Infotech’s managed services offerings to automate most remote management and monitoring services frees IT4 staff to devote personal attention to other aspects of client businesses.

Results: Without adding staff, IT4 has been able to grow its business, while also strengthening the strategic relationships with customers that is central to the company’s value proposition of fully meeting client needs.

Maintenance for Servers and Desktops:

Zenith offers the most comprehensive set of tools and network operations center (NOC) services for desktops and servers. Key benefits of the Zenith Infotech of desktop and server care include:

- Anti-virus and anti-spyware monitoring and management
- Temporary file/Internet debris removal
- Patch management
- Asset-tracking hardware and software
- 24/7 monitoring, analysis and escalation



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