



## **THE UTILITY COMPANY ANNOUNCES SUCCESSFUL COMPLETION OF MSPALLIANCE MANAGED SERVICES ACCREDITATION FOR NETWORK OPERATIONS CENTER (NOC)**

*Becomes One of the First MSPAlliance Accredited NOCs in North America*

**CHICO, CA., DECEMBER 10, 2008** – The Utility Company®, a pioneer in remote managed IT services and utility computing for small and medium-sized businesses, today announced that it has received accreditation under the **MSPAlliance Managed Services Accreditation Program (MSAP)**, including advanced certification of its Network Operations Center. MSAP is the first program of its kind, specifically designed and created to provide customers of managed services providers (MSP) with the assurance that the services provider they hire meets or exceeds the highest principles of quality in areas such as financial stability, facilities, managed services practices, and customer satisfaction.

"The Managed Services Accreditation Program is a rigorous program that benchmarks and verifies the quality of the company providing managed services," said Charles Weaver, MSPAlliance president. "The NOC Accreditation is a more advanced certification that includes a detailed onsite audit of the company's facilities, personnel and policies to ensure they are adhering to industry best practices."

MSAP was created, using a wide base of criteria that encompass a range of managed service providers. By covering buying and service delivery criteria that matter to customers, the MSAP certification program tracks and measures a satisfactory level of professional and business practices, helping MSPs to consistently deliver superior services to their end users. The significance of the NOC Accreditation is two-fold:

- **End-user customers** will have the added peace of mind knowing that their IT infrastructure and applications are being monitored and managed from a safe and secure network operations center.
- **Service providers** that leverage The Utility Company's network operations center will receive a check on the Managed Services Accreditation Exam that they use an accredited NOC.

"The MSPAlliance NOC Accreditation is a significant milestone for our company that will directly benefit our customers across North America. It ensures a higher degree of trust; they know that we operate at the highest level of dependency and capability," said Mark Scott president and founder of The Utility Company. "Our partners (master resellers and franchises) benefit by leveraging our 'vetted' people and infrastructure rather than cobbling a NOC together on their own, particularly in these challenging economic times."

The MSPAlliance, with 7000 corporate members worldwide, is committed to increasing reliability and dependability in the industry surrounding the value and benefit of using managed service providers to provide a wide range of mission-critical services. In addition, the MSPAlliance collects data on the practice of managed services on behalf of its members, to help them increase the value delivery of IT to the organizations they serve.

### **About The Utility Company**

The Utility Company® is a single-source provider of technology, communications and business management solutions for small and medium-sized businesses across North America. Our

Connected Office Technology-as-a-Service program provides a single point of contact for ALL things technology delivering the required hardware, software and service for a monthly fixed fee per user. Customers are supported by local Utility Service Providers delivering on-site service and business-technology consulting to reduce spending and increase utilization – our Beyond Managed Services franchise opportunity is available by prospectus only. Learn how to make technology work for your business today at [www.theutilitycompany.com](http://www.theutilitycompany.com).

### **About MSPAlliance**

The MSPAlliance is a global organization made up of service providers and technology enablers, 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.

For more information about the MSPAlliance and the Managed Services Accreditation Program please visit [www.mspalliance.com](http://www.mspalliance.com).

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