



# The MSPmentor 250 2010 Edition

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Tracking the world's top managed services experts,  
entrepreneurs, executives, coaches and community leaders.

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\*Updates and corrections may be published at [MSPmentor.net](http://MSPmentor.net).



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## Executive Summary

This is the third-annual MSPmentor 250 report, produced 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, community leaders and coaches.

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 May 2010 until July 2010.

### About MSPmentor and Nine Lives Media Inc.

MSPmentor ([www.mspmentor.net](http://www.mspmentor.net)), owned by Nine Lives Media Inc. ([www.ninelivesmediainc.com](http://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 channel-related brand extensions include:

- **The MSPmentor 100:** Identifying the world's top managed service providers. Published Q1 each year.
- **The MSPmentor 250:** Identifying the world's top managed services executives, entrepreneurs, experts, coaches and community leaders, published annually in August.
- **MSPmentor Live:** Webcasts ([www.mspmentor.net/events](http://www.mspmentor.net/events))
- **MSPmentor FastChat Videos:** ([www.mspmentor.net/videos](http://www.mspmentor.net/videos))
- **MSPtweet** ([www.msptweet.com](http://www.msptweet.com)), the loudest tweets in managed services
- **The VAR Guy** ([www.thevarguy.com](http://www.thevarguy.com)), what's next in the IT channel
- **VARtweet** ([www.VARtweet.com](http://www.VARtweet.com)), the loudest tweets in the IT channel
- **SaaS 20 Stock Index** ([www.thevarguy.com/saas-20-stock-index/](http://www.thevarguy.com/saas-20-stock-index/))

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

- Highly targeted online destinations for IT audiences
- Community-based Web sites
- Blogs, video and emerging social media solutions
- Traditional, corporate and custom media
- Event moderation and conference content development
- Market research



## 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.
- **Survey Timing:** The survey was launched in May 2010 and all submissions were completed by July 23, 2010. All research was compiled, completed and reviewed by Aug. 9, 2010. This MSPmentor 250 report was published Aug. 16, 2010. Content went live on the MSPmentor website Aug. 16 through Aug. 20, 2010.
- **Narrowing Down the List:** MSPmentor used several criteria to trim the submissions down to our final MSPmentor 250 list. We considered such factors as:
  - An emphasis on nominations from satisfied customers.
  - Company status on MSPmentor 100
  - Financial track record (profits, revenue growth) if materials were published and readily reviewable.
  - Major industry honors and local association participation.
  - MSPmentor's own expertise tracking news and developments across the managed services SaaS, and cloud markets.
  - New for 2010 and due to the number of submissions, a maximum of three employees per company can appear on the MSPmentor 250 list.

**Mona Abutaleb**

President and COO  
mindSHIFT Technologies, Inc.  
Fairfax, VA, USA

**LinkedIn:** <http://www.linkedin.com/pub/mona-abutaleb/1/81b/653>

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

**Fast Facts:** Mona's unrelenting focus on operational efficiency has enabled mindSHIFT's scalability and consequential profitability. While the number of customer service contacts (both via phone and email) per month increased by 37% over last year, she has improved the call abandon rate by 30% over 2009 and maintained the target hold time for customer service at less than 2 minutes. All while resolving the vast majority of customer issues on the first call or within 24 hours, the company says.

**Vikas Aggarwal**

Founder and CEO, Zyrion  
Sunnyvale, CA, USA

**Web:** <http://www.zyrion.com>

**Fast Facts:** Vikas has helped Zyrion to successfully promote its monitoring software toward MSPs that serve the federal government. In July 2010, multiple government agencies confirmed that Zyrion's software met strict standards for security and privacy.

**TJ Alldridge**

Manager, SMB Products  
Trend Micro  
Cupertino, CA, USA

**Web:** <http://www.trendmicro.com>

**Fast Facts:** TJ is helping VARs and MSPs to embrace service provider licensing models for endpoint security and other types of protective services.

**Luis Alvarez**

President & CEO  
Alvarez Technology Group, Inc.  
Salinas, CA, USA

**Blog:** <http://www.alvareztg.com/thebuzz.asp>

**Twitter:** <http://www.twitter.com/luismalvarez>

**Web:** <http://www.alvareztg.com>

**Fast Facts:** Over the last decade, Luis created a customer service-driven MSP that has attracted hundreds of loyal customers. He's also a recognized writer and speaker with a weekly radio show.

**Chris Amori**

Co-owner, Virtual Administrator  
Reston, VA, USA

**Twitter:** <http://www.twitter.com/MSPOnramp>

**LinkedIn:** <http://www.linkedin.com/in/camori>

**Web:** <http://www.virtualadministrator.com>

**Fast Facts:** Under Chris's leadership, Virtual Administrator has emerged as a Master MSP serving more than 400 active MSP partners. Chris has personally trained nearly every one of those 400 MSPs to help fine-tune their service offerings and become successful in the managed services world.

**Paul Anderson**

President, AndersonPC.com  
Las Vegas, NV, USA

**Blog:** <http://blog.andersonpc.com>

**Twitter:** <http://twitter.com/andersonpc>

**LinkedIn:** <http://www.linkedin.com/in/andersonpc>

**Web:** <http://www.AndersonPC.com>

**Fast Facts:** Paul grew AndersonPC 45% in 2009 during a time when many companies were going out of business. Paul has continued that success this year, expanding managed services revenue 30% through July 2010, the company claims.

**Scott Anderson**

CEO, Core Business Services, LLC  
Medford, OR, USA

**Web:** <http://www.corebusinessinc.com>

**Fast Facts:** In 4 years, Scott has aggressively grown Core Business Services to provide support across six Western states (OR, CA, WA, NV, ID, AK). He doubled revenue from FY 2008 to FY 2009, and he tripled monthly recurring revenue from Q4 2009 to Q2 2010, the company claims.

**Hal Anderson**

CTO, Telizent Communications  
Centennial, CO, USA

**Web:** <http://www.alarmsync.net>

**Fast Facts:** Hal developed AlarmSync's product concepts and go-to-market strategy; company insiders say he continues to be the best mentor and evangelist for the AlarmSync solution.

**Erin Arnold**

President, NextStep Networking  
Cincinnati, OH, USA

**Web:** <http://www.nextstep1.com>

**Fast Facts:** Erin has designed and built a successful managed services offering, and she was selected to sit on the Level Platforms Partner Council to make recommendations and provide feedback on the product roadmap. Erin is a member of the Women President's Organization, a group of business leaders who share best practices to help small businesses.

**Tiwarly Ashutosh**

Chairman and CEO, Doyenz  
Bellevue, WA, USA

**Web:** <http://www.doyenz.com>

**Fast Facts:** Under Tiwarly's guidance, Doyenz is building a so-called ShadowCloud that allows VARs and their customers to replicate their production environments in the cloud.

**Travis Austin**

CEO, Rezitech, Inc.  
Founder, MSPintegrations  
La Habra, CA, USA

**Blog:** <http://blog.mspintegrations.com>

**Twitter:** <http://www.twitter.com/mspintegrations>

**LinkedIn:** <http://www.linkedin.com/in/travisraustin>

**Web:** <http://www.mspintegrations.com>

**Fast Facts:** Travis runs a successful MSP called Rezitech. He also founded MSPintegrations, which develops tools that help MSPs be more efficient. Less than a year since launch, MSPintegrations has attracted over 400 customers in 20 countries around the world.

**Adam Azad**

VP of Business Development and Operations  
PC Helpline  
Victoria, BC, Canada

**LinkedIn:**

<http://ca.linkedin.com/in/adampchelpine>

**Web:** <http://www.pchelpine.com>

**Fast Facts:** Adam directs sales, management and technology for PC Helpline; the company has enjoyed sustained growth for almost 10 years.

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**Jennifer Baier Anaya**

Owner, iD8Marketing  
Long Beach, CA, USA

**Twitter:** <http://www.twitter.com/id8marketing>

**Fast Facts:** Jennifer works behind the scenes serving as a coach, strategist and channel marketing expert for Ingram Micro Seismic. For five years, Jennifer has tackled Channel PR for Autotask (one of the industry's top PSA companies). Plus, she has helped MSPs to promote their vision, leadership and value around cloud computing and managed IT services.

**Rahul Bakshi**

VP, Managed Services Strategy and Solution Design  
SunGard Availability Services  
Wayne, PA, USA

**Web:** <http://www.sungardas.com>

**Fast Facts:** Rahul recently drove a \$6 million managed services engagement. And he helped to define and roll-out SunGard Availability Services' cloud solution.

**Carey Balzer**

CEO, White Glove Technologies  
Austin, TX, USA

**Twitter:** <http://www.twitter.com/WhiteGloveTech>

**LinkedIn:** <http://www.linkedin.com/in/whiteglovetechologies>

**Web:** <http://www.whiteglovetech.com>

**Fast Facts:** Carey has built an MSP that has tripled in size in less than three years in Central Texas. Carey employs over 50 high quality IT professionals who focus on top-notch customer service as a top priority.

**Scott Barlow**

VP, Sales and Marketing  
Reflexion Networks, Inc.  
Woburn, MA, USA

**Twitter:** <http://www.twitter.com/ReflexionRTC>

**LinkedIn:** <http://www.linkedin.com/in/scottjbarlow>

**Web:** <http://www.reflexion.net>

**Fast Facts:** Under Scott's leadership, Reflexion's bookings for SaaS email security in the first half of 2010 increased 73% vs. the year earlier period, while Reflexion's customer base increased 47% and its user base increased 87%, both on a year-over-year basis. As of June 30, 2010, Reflexion's community of registered partners increased 45% year over year, while the number of selling partners increased 50%, year over year. During the same period, average customer size increased by 27%.

**Jason Beal**

Director of Services Sales  
Ingram Micro North America  
Santa Ana, CA, USA

**Twitter:** <http://www.twitter.com/IMSeismic>

**Web:** <http://www.ingrammicro.com/seismic>

**Fast Facts:** Peers say Jason has helped thousands of VARs and MSPs cut costs, boost profits and grow their business. He has enabled Ingram Micro's partner base to successfully sell professional IT services including managed, cloud, labor-based and professional services.

**Tim Beard**

President and CEO  
Networthy Systems  
Beaumont, TX, USA

**Blog:** <http://blog.NetworthySystems.com>

**LinkedIn:** <http://www.linkedin.com/networthysystems>

**Web:** <http://www.NetworthySystems.com>

**Fast Facts:** Tim's company has doubled its revenue in the past year, increased staff by 300%, and expanded by opening a second office in another market, all during the economic downturn. Tim hosts Geek Free Radio on AM 1300 KSET and ksetlive.com, a daily call-in show focusing on technology to help small and medium businesses. Tim also serves as facilitator for the Connectwise SouthCentral User Group meetings, beta testing for companies such as ConnectWise, Reflexion and JoomConnect.

**Arthur Becker**

CEO, Navisite  
Andover, MA, USA

**Web:** <http://www.navisite.com>

**Fast Facts:** Arthur leads one of the best-known providers of hosted applications, with a particular emphasis on managed Oracle applications. As of this writing, Navisite was publicly held but mulling financial strategies that could involve an outright company sale.

**Arnie Bellini**

CEO, ConnectWise  
Tampa, FL, USA

**Blog:** <http://www.connectwise.com/blog>

**Web:** <http://www.connectwise.com>

**Fast Facts:** Arnie is pushing ConnectWise beyond its PSA (professional services automation) software, which has attracted 40,000 active users. An entrepreneur at heart, in early 2010 Arnie spearheaded the launch of ConnectWise Capital, a \$20 million investment fund that serves channel-centric companies. Initial investments include CharTec (hardware as a service) and LabTech Software (a remote monitoring and management specialist).

**David Bellini**

President and COO, ConnectWise  
Tampa, FL, USA

**Blog:** <http://www.connectwise.com/blog>

**Web:** <http://www.connectwise.com>

**Fast Facts:** Co-founder of ConnectWise, David for 2010 is focused on expanding partner support, consulting and community initiatives as well as the launch of a more comprehensive online university.

**Zaun Bhana**

Operations Director, Leap Consulting  
Belmont, WA, Australia

**LinkedIn:** <http://au.linkedin.com/pub/zaun-bhana/0/829/4b0>

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

**Fast Facts:** Under Zaun's leadership, Leap Consulting now generates 75% of its recurring revenue through Managed Services.

**Rob Bissett**

Director of Product Management  
N-able Technologies  
Ottawa, Ontario, Canada

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

**Fast Facts:** Rob led N-able's product development with the latest release of N-Central 7.0. According to one MSP, Rob's "knowledge of the industry and N-able's roadmap is one of the reasons my firm is so happy as an N-able partner for the last 4 years."

**Gerald Blackie**

CEO, Kaseya  
Miami, FL, USA

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

**Fast Facts:** Kaseya is on pace to generate roughly \$100 million in revenues in 2010, according to Gerald's keynote at the annual Kaseya Connect User Conference. Key to the effort is K2, a managed services platform that's available on premises or through a SaaS model. K2 hit some rollout bumps in early 2010, but Kaseya ramped up its support team in mid-2010 to help address incoming customer inquiries.

**Nick Bock**

CEO, Five Nines Technology Group  
Lincoln, NE, USA

**Blog:** <http://www.boardroomideas.com>

**Twitter:** <http://www.twitter.com/nickb411>

**Web:** <http://www.gonines.com>

**Fast Facts:** Nick has built a growth-centric team at Five Nines Technology Group. The effort has launched Five Nines on the Inc. 500 list of the fastest growing private companies in the US.

**Mark Boelhouwer**

VP, Strategic Marketing  
Ricoh Americas Corporation  
West Caldwell, NJ, USA

**Web:** <http://www.ricoh.com>

**Fast Facts:** Mark developed Ricoh's first managed print services (MPS) program in Europe during 2002, won Unilever as a first pan-European customer and deployed the MPS program in 2003-2004 across 12 European countries. This formed the basis for MPS 2.0, Ricoh's global Managed Document Services program, developed in the US in 2008 and deployed across the globe during 2009-2010.

**Matt Bolton**

VP Product Management  
Network Management Division  
Quest Software  
San Francisco, CA, USA

**Blog:** <http://www.packettrap.com/network/blogs.aspx>

**Twitter:** <http://twitter.com/packettrap>

**LinkedIn:** <http://www.linkedin.com/in/mattatpackettrap>

**Web:** <http://www.packettrap.com>

**Fast Facts:** Matt has over 12 years experience supporting the MSP channel, and he focuses PacketTrap's development to meet partners' needs.

**James Bowen**

CTO, Five Nines Technology Group  
Lincoln, NE, USA

**Web:** <http://www.gonines.com>

**Fast Facts:** James has been a driving entrepreneurial and technical force as Five Nines grew from a 3-person IT Services company in 2006 to a 28-person company in 2010.

**Paul Boyer**

Executive Director of Sales, Ancero, LLC  
Berlin, NJ, USA

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

**Fast Facts:** Paul's efforts have driven Ancero's managed services from a small regional practice to a nationwide offering, with managed services clients in more than 20 states as well as in Canada. Paul continues to innovate as the driving force behind Ancero's newest managed service, Ancero Utility VOIP -- a cloud-based Hosted VoIP PBX platform for small and medium businesses.

**Katie Braband**

VP of Business Development  
Datto Inc.  
Wilton, CT, USA

**Twitter:** <http://twitter.com/katieatdatto>

**Web:** <http://www.dattobackup.com>

**Fast Facts:** Katie created Datto's channel program and recruited over 700 partners since its mid-2009 inception. She's become a key sales and marketing resource for Datto's partners, helping them incorporate backup and disaster recovery into their managed services offering.

**Clint Bratton**

Director, Plus Marketing  
North Sydney, NSW, Australia

**Twitter:** <http://twitter.com/plusmarketer>

**LinkedIn:** <http://au.linkedin.com/in/clintbratton>

**Web:** <http://www.plusmarketing.com.au>

**Fast Facts:** Clint trained more than 50 Australasian MSPs in 2010 to focus on direct marketing and other promotional skills.

**Jacob Braun**

President and COO  
Waka Digital Media Corporation  
Amherst, MA, USA

**LinkedIn:** <http://www.linkedin.com/in/jacobkbraun>

**Web:** <http://www.wakadigital.com>

**Fast Facts:** In 2009 and 2010, Braun served as an expert on information security and provided expert testimony to the Commonwealth of Massachusetts in the development of its data security standard (201 CMR 17) including primarily its impact on MSPs and small business end-users. Braun also led his firm to the only 100% score on the CompTIA Security Trustmark accreditation for industry best practices.

**Thomas Bresse**

CEO, BeProductiv  
Lyon Rhone, France

**Blog:** <http://blog.beproductiv.com>

**Twitter:** <http://www.twitter.com/beproductiv>

**LinkedIn:** <http://fr.linkedin.com/in/thomasbresse>

**Web:** <http://www.beproductiv.com>

**Fast Facts:** Thomas built one the first MSPs in France in 2008, leading the managed services charge that many area VARs are now following.

**Tim Brewer**

General Manager, Anittel Ltd.  
Balcatta, WA, Australia

**Blog:** <http://www.facebook.com/tvbrewer>

**Twitter:** <http://twitter.com/TimVickiBrewer>

**LinkedIn:** <http://www.linkedin.com/in/timbrewer>

**Web:** <http://www.anittel.com.au>

**Fast Facts:** In 2010, Tim spearheaded negotiations for Accord to merge with a number of companies to form Anittel Ltd. -- a publicly Listed IT & Telco MSP. He now oversees integration and is the General Manager for Western Australia. Before this, Accord grew its managed services profitability more than 200%; improved recurring service revenue 100-fold; and added 50% to customer satisfaction levels. Tim also works closely with ConnectWise and Kaseya on user groups and speaking opportunities, respectively.

**George Brontén**

Founder/CEO, Upstream  
Stockholm, Sweden

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

**Fast Facts:** George, founder of Upstream, has introduced the MSP business model to Scandinavia by providing the knowledge and tools needed by local IT service providers.

**David Brown**

President, Datotel  
St. Louis, MO, USA

**Blog:** <http://connected.datotel.com>

**Twitter:** <http://www.twitter.com/ddbrown>

**LinkedIn:** <http://www.linkedin.com/in/ddbrown>

**Web:** <http://www.datotel.com>

**Fast Facts:** David has grown Datotel from a 2004 co-location start-up to a \$6 million cloud computing provider and one of the 10 fastest growing private companies in St. Louis. David also serves on the board of Entrepreneurs Organization.

**Mike Byrne**

Director of Sales & Partner Management  
Quest Software (PacketTrap)  
San Francisco, CA, USA

**Blog:** <http://www.packettrap.com/network/blogs.aspx>

**Twitter:** <http://twitter.com/packettrap>

**Web:** <http://www.Packettrap.com>

**Fast Facts:** Mike has spent over 5 years & thousands of hours working with, and providing IT Business transformation services to VARs, VADs & MSPs from all over the globe.

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**Christine Callahan**

Channel and Alliance Programs  
ServiceKey  
Norcross, GA, USA

**Web:** <http://www.servicekeytss.com>

**Fast Facts:** Christine helps VARs and MSPs to generate ongoing support revenues from the ISMO (independent service maintenance organization) business model.

**Justin Cameron**

Executive VP and COO, NetServe365, LLC  
Pittsburgh, PA, USA

**Web:** <http://www.netserve365.com>

**Fast Facts:** Justin has helped to raise his company's sales by 43% compared to last year and the firm was awarded N-able Technologies' Innovator of the Year award in 2009.

**Jeff Campbell**

CEO, PerspecSys Inc.  
Waterloo, ON, Canada

**Twitter:** <http://www.twitter.com/jeffcatl>

**LinkedIn:** <http://ca.linkedin.com/in/jeffreycampbell>

**Web:** <http://www.perspecsys.com>

**Fast Facts:** Jeff designed, planned and launched Gateway Managed services in EMEA in 2009. He also led planning for the now Beta Microsoft "InTune" online management product. Now CEO of PerspecSys, Jeff wants to help MSPs keep their customers' sensitive private, resident and secure while they use Public Cloud applications.

**Jason Caras**

Co-CEO, IT Authorities, Inc.,  
Tampa, FL, USA

**Web:** <http://www.itauthorities.com>

**Fast Facts:** Jason was voted CEO of the year in 2009 by Tampa Bay CEO Magazine. Jason's company was voted the #1 Company to Work for in Florida by Florida Trend Magazine and Best Places to Work in Tampa Bay by the Tampa Bay Business Journal.

**Barry Carter**

Executive VP, Infrastructure Services  
Fujitsu America  
Richardson, TX, USA

**LinkedIn:** <http://www.linkedin.com/in/barrycarter>

**Web:** <http://solutions.us.fujitsu.com>

**Fast Facts:** Barry is executive vice president of the Infrastructure Services Group for Fujitsu America. He is responsible for the company's overall management of the Field Support, Service Desk, and Infrastructure Hosting sectors.

**Mark Cavaliero**

President, Carolinas IT  
Raleigh, NC, USA

**LinkedIn:** <http://www.linkedin.com/in/markcavaliero>

**Web:** <http://www.carolinasit.com>

**Fast Facts:** As the day to day driving force behind Carolinas IT, Mark has trained his team to deliver technical and customer support to clients, resulting in an increase of monthly managed services revenue of greater than 50%.

**Chris Chase**

Founder, Directive  
Oneonta, NY, USA

**Blog:** <http://blog.directive.com>

**Twitter:** <http://www.twitter.com/directive>

**LinkedIn:** <http://www.linkedin.com/companies/directive>

**Web:** <http://www.directive.com>

**Fast Facts:** Directive revenue in 2009 was up 40% mostly on the MSP side of the business. Revenue for 2010 has already doubled, primarily due to e JoomConnect, which blends Web and enterprise content management with the ConnectWise PSA platform.

**Paul Chisholm**

Chairman and CEO  
mindSHIFT Technologies, Inc.  
Waltham, MA, USA

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

**Fast Facts:** Since Paul took the helm of mindSHIFT Technologies in 2003, he has transformed mindSHIFT into the largest MSP serving the SMB market. Recurring revenue have increased at a compounded rate of 42% per year from 2005 to 2009, and three-fourths of mindSHIFT's revenue is recurring revenue.

**Stephen Cho**

Director, Google Apps Channels, Google  
Mountain View, CA, USA

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

**Fast Facts:** Stephen has helped the Google Apps platform to attract more than 1,000 VARs and MSPs over the past year or so.

**Sonny Clark**

CEO, Advanced Network Solutions  
Nashville, TN, USA

**Web:** <http://www.ansolutions.com>

**Fast Facts:** Sonny has taken a small MSP and built it into one of Nashville's most successful MSPs over the past 13 years. In the throws of a recession he has seen double-digit growth and expects to see another year of 20% revenue growth in 2010, the company claims.

**Frank Coker**

President and CEO, CoreConnex  
Bellevue, WA, USA

**Web:** <http://www.coreconnex.com>

**Fast Facts:** Frank has built one of the most successful financial management dashboards for VARs and MSPs serving small businesses.

**Mike Cooch**

Co-founder, Kutenda  
Broomfield, CO, USA

**Web:** <http://www.kutenda.com>

**Fast Facts:** Already a successful MSP, Cooch launched Kutenda to help MSPs promote online marketing and search engine optimization to small business customers.

**Brendan Cosgrove**

Sr. Product Marketing Manager, Kaseya  
Aliso Viejo, CA, USA

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

**Twitter:** <http://www.twitter.com/cozthegrov>

**LinkedIn:** <http://www.linkedin.com/in/bpcosgrove>

**Web:** <http://brendancosgrove.com>

**Fast Facts:** Brendan helped take an IT Service Provider from under \$3 million to over \$17 million in revenue in seven years. By day he helps guide Kaseya's product launches into the Service Provider space and by night coaches budding MSPs on their businesses.

**Steve Cox**

CTO Technology Services Group  
Newcastle, UK

**Web:** <http://www.tsg.com>

**Fast Facts:** Steve is responsible for developing the managed services offering for Technology Services Group, which has 26,000 Endpoints under management -- ranking among the largest Kaseya MSPs worldwide.

**Jack Crane**

Founder, Syber Inc  
Leonardtown, MD, USA

**Web:** <http://www.dataclient.com>

**Fast Facts:** Jack started and serves as CEO for Syber Inc. The company claims to rank among the fastest growing consulting, technology, and BPO firms in the Washington, D.C., area -- growing by an average by 400% per year since it's 2006 inception. The company is now pushing into cloud-based CRM and ERP.

**Stuart Crawford**

Partner, Ulistic Inc.  
Calgary, Alberta, Canada

**Web:** <http://www.ulistic.com>

**Fast Facts:** Ulistic is just starting out in the Calgary market and has already taught hundreds of entrepreneurs and small businesses how to use social media effectively through consultation, coaching and seminars.

**Joe Croft**

VP, Product and Strategy  
mindSHIFT Technologies, Inc.  
Fairfax, VA, USA

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

**Fast Facts:** Joe directs all strategy and product development aspects for mindSHIFTS' customer computing environments. He initially joined mindSHIFT to bring a strong strategy and acquisition focus to the organization. Joe was responsible for developing and managing the company's strategic growth initiatives, including the acquisitions of 123together.com, groupSPARK.com and Network Alternatives, and the merger with Invision.

**Lance Crosby**

CEO, SoftLayer  
Dallas, TX, USA

**Web:** <http://www.softlayer.com>

**Fast Facts:** Lance is one of the key executives managing SoftLayer's merger with The Planet. The deal, expected to be completed in Q4 2010, will create one of North America's largest managed hosting providers -- with more than 25,000 customers and 78,000 servers under management.

**Todd Croteau**

Chief Operating Officer  
All Covered Inc.  
Redwood City, CA, USA

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

**Fast Facts:** Todd has driven All Covered's acquisition strategy, completing more than a dozen acquisitions in the past two years.

**Justin Crotty**

GM, NetEnrich  
Santa Ana, CA, USA

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

**Fast Facts:** Justin is the former leader behind Ingram Micro Seismic, a Master MSP that attracted 1600+ customers in just a few years. He recently transitioned to NetEnrich as GM, focusing on new business development in such areas as NOC (network operation center) support.

**Edward Crowley**

CEO, Photizo Group  
Lexington, KY, USA

**Web:** <http://www.photizogroup.com>

**Fast Facts:** Ed has built Photizo Group into the leading educator focused on managed print services. The company recently raised more than \$1 million in venture money, and continues to host MPS conferences worldwide.

**Mike Cullen**

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

**Twitter:** <http://www.twitter.com/NableMSP>

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

**Fast Facts:** Under Mike's leadership, N-able has successfully expanded its global footprint; international revenues grew more than 200% in 2009. Mike's team of sales and partner development specialists have helped thousands of established and aspiring MSPs make the transition from technologist to business owner.

**Terry Cunningham**

Senior Vice President and General Manager  
i365, a Seagate Company  
Santa Clara, CA, USA

**Blog:** <http://www.blogs.i365.com>

**Twitter:** <http://www.twitter.com/i365>

**Web:** <http://www.i365.com>

**Fast Facts:** Terry has piloted i365's MSP Worldwide Alliance program to a network of over 100 MSPs offering i365's Cloud-Connected and EVault SaaS storage, backup and recovery solutions to their customers. Together, i365 and their Worldwide Alliance partners now reach over 30,000 global customers and an estimated 40% share of the online backup market, i365 claims.

-D-D-D-D-

**Brian de Haaff**

Director, Citrix Online  
Golita, CA, USA

**Web:** <http://www.citrixonline.com>

**Fast Facts:** Brian launched Paglo, a SaaS-based remote management platform acquired by Citrix Online in early 2010. Now, Brian is working to

ensure GoToManage (the re-branded Paglo platform) continues to attract new MSPs.

**Martin DesRosiers**

Director of Technical Services  
Fully Managed Inc.  
Vancouver, BC, Canada

**Blog:** <http://www.fullymanaged.com/martin>

**Twitter:** <http://twitter.com/blackheron>

**LinkedIn:** <http://ca.linkedin.com/in/mdesrosiers>

**Web:** <http://www.fullymanaged.com>

**Fast Facts:** Martin is an IT operations guru who has built a reputation of maximizing profitability, increasing sustainability, and boosting morale of the technical services team.

**Len DiCostanzo**

Senior VP, Professional Services  
Autotask Corp.  
East Greenbush, NY, USA

**Twitter:** <http://www.twitter.com/autotask>

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

**Fast Facts:** As Dean of Autotask's Academy and SVP of Professional Services, Len has mentored hundreds of MSPs on best practices for running their businesses better, more profitably and smarter in a competitive environment.

**Trevor Dierdorff**

President and CEO, Amnet, Inc.  
Colorado Springs, CO, USA

**Blog:** <http://www.amnetblog.com>

**Twitter:** <http://www.twitter.com/trevordierdorff>

**LinkedIn:** <http://www.linkedin.com/in/TrevorDierdorff>

**Web:** <http://www.amnet.net>

**Fast Facts:** Trevor leads southern Colorado's largest MSP organization, which increased revenue by double digits each of the last five years. In the last two years he increased his number of employees by 33% and hopes to increase by another 33% by the end of 2010 to bring his company to a total of 20 employees.

**Leonard Dimiceli**

Director, Channel Sales, Spam Soap  
Costa Mesa, CA, USA

**Twitter:** <http://www.twitter.com/leonarddimiceli>

**LinkedIn:** <http://www.linkedin.com/pub/leonard-dimiceli/1/339/9b8>

**Web:** <http://www.spamsoap.com>

**Fast Facts:** In the last 2 years, with Leonard as Spam Soap Channel Chief, sales of the company's anti-spam managed service have experienced double digit growth.

**Paul Dippell**

CEO, Service Leadership Inc.  
Plano, TX, USA

**Web:** <http://www.service-leadership.com>

**Fast Facts:** Paul helps VARs and MSPs to maximize the value of their assets. His Service Leadership Benchmarks are widely tracked by solutions providers that want to measure their performance vs. the broader IT channel.

**Christopher Doggett**

VP, Global Channels, Sophos  
Burlington, MA, USA

**Web:** <http://www.sophos.com>

**Fast Facts:** Chris led the launch of a Sophos partner program for managed services providers in mid-2010.

**Aaron Donaldson**

Director, IT Consulting  
RSM McGladrey  
Cedar Rapids, IA, USA

**Web:** <http://www.rsmi.com>

**Fast Facts:** Aaron has established RSM McGladrey in Cedar Rapids as a success with his outstanding knowledge and best practices for working with managed services solutions such Level Platforms.

**Greg Donovan**

President/CEO, Alpheon  
Morrisville, NC, USA

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

**Fast Facts:** In recent months, Greg has successfully pushed Alpheon beyond horizontal managed services to target the healthcare vertical. Greg also sits on Level Platforms Partner Council, helping to shape Level Platforms' long-term direction.

**Eric Dosal**

COO, Compuquip Technologies, Inc  
Doral, FL, USA

**Blog:** <http://www.compuquip.com/it-consulting-blog/>

**Twitter:** <http://www.twitter.com/ericdosal>

**Web:** <http://www.compuquip.com>

**Fast Facts:** Eric took over the Managed Services division in 2007 and has grown the monthly revenue by 199% since that time. Ticket volume this fiscal year has increased 35% all while keeping Client Satisfaction above 93%, the company says.

**Thomas Douglas**

President, JMARK Business Solutions, Inc.  
Springfield, MO, USA

**Twitter:** <http://www.twitter.com/thdouglas>

**LinkedIn:** <http://www.linkedin.com/pub/thomas-douglas/6/a7b/681>

**Web:** <http://www.jmark.com>

**Fast Facts:** Thomas built an MSP organization that has exceeded best in class growth rates by over 10% as determined by Service Leadership's Paul Dippell. His MSP business now exceeds \$1.8 million in annual revenues and \$4.8 in total revenues, all the while maintaining a client attrition rate of less than 1%.

**Brian Doyle**

VP, Business Development, Fandotech  
Manchester, CT, USA

**Blog:** <http://www.itonmain.com>

**Twitter:** <http://www.twitter.com/bdoyle>

**LinkedIn:**

<http://www.linkedin.com/in/briandoylefandotech>

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

**Fast Facts:** Brian has led the sales and marketing efforts that have allowed Fandotech to grow revenues 250% over the past three years. An MSP veteran, his understanding of the evolving MSP service models led to the launch of the company's cloud based portfolio in 2009-2010. These services have quickly become 25% of the Fandotech recurring revenues.

**Larry Doyle**

Technical Services Director  
Netforce Ltd  
Dublin, Leinster. Ireland

**Blog:** <http://larrydoyle.spaces.live.com/blog/>

**LinkedIn:** <http://ie.linkedin.com/in/larrythelegend>

**Web:** <http://www.netforce.ie>

**Fast Facts:** Over the last 10 years, Larry has built up Netforce as a successful MSP business with over €1million in recurring annual revenue from over 200 clients. Larry is involved in MSP global peer groups and helps small & budding MSP businesses in Ireland to evolve their business into a competent MSP organization based on global best practices.

**Dan Dyfault**

Global Director, Partner Marketing, Novell  
Waltham, MA, USA

**Web:** <http://www.novell.com>

**Fast Facts:** Dan is educating VARs about Novell's Intelligent Workload Management (IWM) strategy, which allows partners to manage application workloads across physical or virtual servers, on premise or in the cloud.

-E-E-E-E-

**Troy Edington**

Chief Technology Officer, HEIT, Inc.  
Fort Collins, CO, USA

**LinkedIn:** <http://www.linkedin.com/pub/troy-edington/0/7a8/a46>

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

**Fast Facts:** Troy built the managed services technical operations from HEIT from \$0 to \$4 million a year in recurring revenue. More recently, he has integrated Cisco technology into a managed services platform.

**Jeannine Edwards**

Director of Community, ConnectWise  
Tampa, FL, USA

**Blog:** <http://www.connectwise.com/blog>

**Web:** <http://www.connectwise.com>

**Fast Facts:** Perhaps the best-known community leader in the managed services industry, Jeannine is a road warrior, educator and partner-driven executive. After a successful career at Everything Channel's IPED, Jeannine has been building ConnectWise user groups across the globe. And many of those user groups attract more than 100 members to regional meetings.

**David Ehrhardt**

CEO, Apptix, Inc.  
Herndon, VA, USA

**Blog:** <http://blog.apptix.com>

**Twitter:** <http://twitter.com/apptix>

**LinkedIn:** <http://www.linkedin.com/pub/david-ehrhadt/7/a7b/203>

**Web:** <http://www.apptix.com>

**Fast Facts:** David led a two-year transformation of Apptix, which hosts Exchange Server, SharePoint and other applications for VARs, MSPs and end-customers. From the end of 2007, David converted the company from losing \$2 million per quarter to generating \$1 million in EBITDA per quarter. At the same time David grew the Apptix customer base from 18,700 companies to 21,800 businesses worldwide.

**Dana Epp**

President, CEO, Scorpion Software Corp.  
Chilliwack, BC, Canada

**Blog:** <http://blog.scorpionsoft.com>

**Twitter:** <http://www.twitter.com/danaepp>

**Web:** <http://www.scorpionsoft.com>

**Fast Facts:** Dana has built an MSP that claims to offer the top-selling authentication solution in the SMB space.

**Bob Ernst**

CEO, The IT Dr.  
Central Point, OR, USA

**Web:** <http://www.theitdr.com>

**Fast Facts:** Bob is the founder and CEO of The IT Dr., serving Southern Oregon with all forms of computer services. He built the company from the ground up and now sounds motivated to be the best MSP organization in the Rogue Valley.

**Douglas Erwin**

Chairman & CEO, The Planet  
Houston, TX, USA

**Blog:** <http://blog.theplanet.com>

**Twitter:** <http://www.twitter.com/theplanet>

**Web:** <http://www.theplanet.com>

**Fast Facts:** Douglas initiated the company's managed hosting business more than two years ago, helping The Planet grow more than 20% since the program's inception. Also, Erwin has grown the balance of the rest of the business, with it doubling in size over the span of four years. More recently, he co-engineered a major industry merger that's expected to close in 2010.

-F-F-F-F-

**David Farajun**

CEO, Asigra  
Toronto, ON, Canada

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

**Fast Facts:** Under David's leadership, Asigra's technology now protects more than 100,000 sites globally. Major service providers including CDW, HP and Terremark Worldwide power their cloud backup services using Asigra.

**Adam Feldman**

Managing Director, VISITS  
South Melbourne, VIC, Australia

**LinkedIn:** <http://au.linkedin.com/pub/adam-feldman/0/441/718>

**Web:** <http://www.visits.com.au>

**Fast Facts:** Adam started transforming his business into an MSP 6 years ago. More than 85% of service revenue now comes from fixed price services, with average annual growth for the previous three years being 29%. In 2010, the company opened an office in New South Wales and now employs 50 staff members.

**Steve Ferman**

President, Compunite Computers, Inc.  
Pinebrook, NJ, USA

**Twitter:** <http://www.twitter.com/steveferman>

**LinkedIn:** <http://www.linkedin.com/pub/steve-ferman/0/a56/7b5>

**Web:** <http://www.compunite.com>

**Fast Facts:** Steve has been a leader in his industry for over 20 years. Steve has transformed Compunite from a VAR/MSP to 100% managed services. Most recently, he has been moving his customers to a managed cloud network environment called "Virtual Office."

**Rich Forsen**

President, Network Depot  
Reston, VA, USA

**LinkedIn:** <http://www.linkedin.com/pub/rich-forsen/1/457/680>

**Web:** <http://www.networkdepot.com/>

**Fast Facts:** Rich has built Network Depot into one of Northern Virginia's best-known managed services providers. He's been meeting SMB customers' IT needs for more than 15 years.

**Dan Foster**

Chief Sales and Marketing Officer, MegaPath  
Costa Mesa, CA, USA

**Blog:** <http://www.megapath.com/blog/>

**Twitter:** <http://www.twitter.com/megapath>

**Web:** <http://www.megapath.com>

**Fast Facts:** During the economic downturn, Dan's leadership drove channel revenue growth by over 50 percent. Pre-merger, he grew company revenue from \$5 million to \$150 million. In addition, Dan enabled MegaPath to create and launch the Channel Partner Advisory Council to assist partners.

**Sean Furman**

Owner, STF Consulting  
Rumson, NJ, USA

**Web:** <http://www.stfconsulting.net>

**Fast Facts:** Sean established STF Consulting over 10 years ago. His MSP business now manages more than 100 customer servers and 500 workstations. He sits on the Level Platforms Partner Council, and he operates out of Central New Jersey.

-G-G-G-G-

**Scott Galvin**

Executive VP, Support Services  
Safe Systems, Inc.  
Alpharetta, Georgia, USA

**Web:** <http://www.safesystems.com>

**Fast Facts:** Under Scott's leadership, the company's recurring support revenues have grown 93% since 2007. Moreover, even with the

economic downturn in the banking climate, the company enjoys double-digit new client and revenue growth, and a 99% client retention and renewal rate.

**Gavin Garbutt**

President & CEO, N-able Technologies  
Ottawa, Ontario, Canada

**Blog:** <http://blogs.n-able.com/home/default.aspx>

**Twitter:** <http://www.twitter.com/NableMSP>

**LinkedIn:** <http://ca.linkedin.com/pub/gavin-garbutt/4/236/98a>

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

**Fast Facts:** Under Gavin's leadership, N-able introduced the first of many "freemium" offerings designed to enable MSPs and VARs to generate new business opportunities, particularly in the areas of endpoint security and mid-market IT management.

**Dan Germain**

Head of Hosting, Outsourcery Limited  
London, UK

**Blog:** <http://www.nolatency.co.uk>

**Twitter:** [http://twitter.com/dan\\_germain](http://twitter.com/dan_germain)

**LinkedIn:** <http://uk.linkedin.com/in/danielgermain>

**Web:** <http://www.outsourcery.co.uk>

**Fast Facts:** As CTO for Cobweb, Dan built and delivered a hosted messaging & collaboration platform that added 2,000 managed SME customers in 2 years. He has now joined Outsourcery as Head of Hosting with an aim to make Outsourcery the No. 1 MSP in the UK.

**Mark Geschke**

Managing Director, Space Age Technologies  
Stellenbosch, Western Cape, South Africa

**LinkedIn:** <http://za.linkedin.com/in/markgeschke>

**Web:** <http://www.sat.co.za>

**Fast Facts:** Mark has been actively involved in the managed services industry in South Africa since 2001. In the early days, Mark drove development of the proprietary SATAware managed services software; it still provides many functions that traditional RMM tools don't supply.

**Bob Godgart**

CEO, Autotask Corp.  
East Greenbush, NY, USA

**Twitter:** <http://www.twitter.com/autotask>

**LinkedIn:** <http://www.linkedin.com/pub/dir/bob/godgart/>

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

**Fast Facts:** With the acquisition of VARStreet, Godgart gives IT pros the opportunity to source and profit from traditional IT product sales, while also helping VARs and MSPs with service automation (via Autotask's hosted software).

**Steve Goodman**

VP & GM, Network Management Division  
Quest Software  
San Francisco, CA, USA

**Blog:** <http://www.packettrap.com/network/blogs.aspx>

**Twitter:** <http://twitter.com/packettrap>

**LinkedIn:**

<http://www.linkedin.com/in/steveatpackettrap>

**Web:** <http://www.Packettrap.com>

**Fast Facts:** Steve has played a major role in the creation of PacketTrap Networks and its acquisition in 2009 by Quest Software.

**Don Goodwin**

Executive VP, Sales & Marketing, Latisys  
Englewood, CO, USA

**Twitter:** <http://www.twitter.com/Latisys>

**Web:** <http://www.latisys.com>

**Fast Facts:** With an assist from Don, Latisys was named one of the fastest growing privately held companies by Inc. in 2009. Latisys entered 2010 profitable and with a 3-year growth rate of 176 percent, and Don has played a key role guiding the firm's expansion into Washington, DC, and Chicago.

**Craig Guice**

CEO, outsourceIT  
La Plata, MD, USA

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

**Fast Facts:** In the past 5 years Craig has grown OSIT from 2 people to over 45 people, with offices across the Mid-Atlantic region. Every year since inception, the company has netted more than a 20% profit margin.

**Sam Gutmann**

CEO, Intronis  
Boston, MA, USA

**Web:** <http://www.intronis.com>

**Fast Facts:** At a time when many online backup providers are selling direct, Gutmann approved an Intronis strategy to increasingly work through channel partners. The result: Intronis now has one of the largest, fastest-growing partner bases in the managed storage market.

-H-H-H-H-

**Jay Hallberg**

Co-Founder, SpiceWorks  
Austin, TX, USA

**Web:** <http://www.spiceworks.com>

**Fast Facts:** Jay is one of the key team members who has helped Spiceworks to attract more than 1 million IT pros as users. The Spiceworks remote management tool is free but features advertisements.

**Michael Halperin**

Principal Consultant, Transformation Strategies  
Southborough, MA, USA

**Web:** <http://transstrat.com/>

**Fast Facts:** Michael is the author of Executive for a Day Sales Training, a unique program that leverages experiential learning to help sales people better understand the Executive perspective.

**Eric Hanson**

VP, Tel Serv Communications Inc.  
Aberdeen, SD, USA

**Web:** <http://www.telserv.biz>

**Fast Facts:** Eric began deploying an MSP offering late in 2006. The company now manages over 700 devices.

**Richard Harber**

President & CEO, Decision Digital, Inc.  
Atlanta, GA, USA

**LinkedIn:** <http://www.linkedin.com/richardharber>

**Web:** <http://www.decisiondigital.com>

**Fast Facts:** Richard has successfully transformed Decision Digital from a typical break-fix IT services company to a hybrid managed service provider. He created a Virtual CIO program using a Holistic Approach to Network Decisions (HAND) and an IT strategy and roadmap process called IT Wellness.

**Steven Harper**

President, Network Management Group, Inc.  
Hutchinson, KS, USA

**Blog:** <http://www.stevenharper.com>

**Web:** <http://www.nmqi.com>

**Fast Facts:** For over 25 years Steve has shared his expertise and leadership skills with reseller organization and industry firms to grow the SMB market and be a channel champion for SMB resellers in tertiary markets.

**Roger Harry**

Owner/Managing Director  
Circle IT Solutions Ltd.  
Cardiff, UK

**Web:** <http://www.circleit.co.uk/index>

**Fast Facts:** Roger has built Circle IT to support over 100 organizations since launching a decade ago. Circle IT now employs 30 specialist staff and was one of the Media Wales' Fast Growth 50 companies in 2009 and 2010.

**Kevin Havre**

Market Development Manager, Intel  
Santa Clara, CA, USA

**Web:** <http://msp.intel.com>

**Fast Facts:** Kevin has been assisting Intel's MSP educational efforts, going beyond vPro marketing to articulate how Intel MSPs are driving down operational costs and improving profitability.

**Terry Hedden**

CEO, Infinity Technology Solutions  
Tampa, FL, USA

**Web:** <http://www.infinityIT.com>

**Fast Facts:** Under Terry's leadership, Infinity has achieved a compound growth rate of 100% since its founding in 2003. Terry was selected "Member of the Year" by the C12 group, a group of Christian CEOs helping each other run successful businesses.

**Dione Hedgpeth**

VP Professional Services and Managed Services  
Precise Software Solutions  
Redwood Shores, CA, USA

**Web:** <http://www.precise.com>

**Fast Facts:** Dione built the worldwide managed services organization at Mercury Interactive from scratch into a profitable \$50 million business with over 500 customers in four years. Today she is building a global managed services team at Precise Software, whose application performance management solutions are used by 85 of the Fortune 100 companies.

**Mary Hester**

CEO, LAN Systems  
Norcross, GA, USA

**Blog:** <http://www.lansystems.wordpress.com>

**Twitter:** <http://www.twitter.com/LANSystems>

**Web:** <http://www.lansystems.com>

**Fast Facts:** Mary transitioned an Atlanta computer company into a MSP contender that many MSPmentor readers have been watching closely. MSPmentor considers her a "one to watch" executive in this industry.

**Dan Holt**

CEO, HEIT, Inc.  
Fort Collins, CO, USA

**Twitter:** <http://www.twitter.com/heitceo>

**LinkedIn:** <http://www.linkedin.com/in/danielwholt>

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

**Fast Facts:** Dan leads an MSP focused exclusively on the community bank and credit union vertical. With HEIT's fanatical client service excellence, the company has maintained 100% client retention.

**Jeff Honeycomb**

Senior VP, Worldwide Distribution  
OpenAir, a NetSuite Company  
Boston, MA, USA

**Web:** <http://www.openair.com>

**Fast Facts:** Jeff is positioning OpenAir as a PSA platform for professional services firms and IT services firms. Roughly 1,500 customers leverage OpenAir's SaaS-based platform.

**David Hughes**

President & CEO  
Reflexion Networks, Inc.  
Woburn, MA, USA

**Twitter:** <http://www.twitter.com/ReflexionRTC>

**LinkedIn:** <http://www.linkedin.com/pub/david-hughes/0/173/704>

**Web:** <http://www.reflexion.net>

**Fast Facts:** David has spearheaded Reflexion's explosive growth over the past 3 years, leading the company to sequential revenue growth for more than 12 consecutive quarters and bookings increases at a 95% compound annual growth rate. During this same period, Reflexion increased from 144 to over 1,300 partners, and from 253 to over 6,300 customers. He devised the company's strategy and has motivated a team with zero turnover in the last 30 months.

**Earle Humphreys**

CEO, ITEEX  
Conroe, TX, USA

**Web:** <http://www.iteex-channel.com>

**Fast Facts:** In 2001, Earle introduced one of first MSP channel models at VeriSign. By 2006-2007, he built a firm that blended SaaS and managed services focused on PCI services. Under contract to CompTIA, Earle designed and built the first independent VAR Security business accreditation -- called the CompTIA Security Trustmark.

-I-I-I-

**Daniel Izydorek**

President, PC Miracles, Inc.  
Clarkston, MI, USA

**LinkedIn:** <http://www.linkedin.com/in/danizydorek>

**Web:** <http://www.pcmiracles.com>

**Fast Facts:** Dan founded PC Miracles, Inc. when he was 16 years old. Over the past 16 years, PC Miracles has generated a 20% to 30% increase in revenue each and every year. As a premier MSP organization servicing the Greater Detroit Metro Area, PC Miracles has, over the past 4 years, consistently expanded its MSP customer base and offerings. Dan has co-authored, with Minesh Baxi, two books, "30 Day Total Business Makeover" and "You Will Overcome."

**Steve Jackson**

Managing Director, Amicus ITS  
Southampton, UK

**Web:** <http://www.amicusits.co.uk/>

**Fast Facts:** Steve built a Master MSP organization turning over 15 million pounds. He has opened offices in India in the last 24 months and in the last 12 months developed an Alliance Partner Channel across the UK, Europe and Australia. It delivers full 24x7x365 proactive remote monitoring and fully manned service desk, through a simple productized service offering.

**James Foxall**

President, Tigerpaw Software  
Bellevue, NE, USA

**Web:** <http://www.tigerpawsoftware.com>

**Fast Facts:** James has bolstered Tigerpaw Software's marketing and branding efforts, and he is spearheading Tigerpaw's first customer and partner conference in October 2010. Tigerpaw competes in the PSA (professional services automation) market against ConnectWise and Autotask, among other rivals.

J-J-J-J

**Andy Jassy**

Senior VP, Web Services, Amazon.com  
Seattle, WA, USA

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

**Fast Facts:** As Senior VP of Amazon Web Services, Andy leads a business that now generates roughly \$500 million in annual cloud revenues.

**Daniel Jefferies**

President, Newmind Group, Inc.  
Kalamazoo, MI, USA

**Twitter:** <http://www.twitter.com/newmindgroup>

**LinkedIn:** <http://www.linkedin.com/in/newmind>

**Web:** <http://www.newmindgroup.com>

**Fast Facts:** Daniel has taken Newmind Group, Inc. from a small regional MSP in 2008 and built it into a national competitor in cloud computing focused managed services. Newmind has assisted over 300 clients in all 50 states and internationally in moving their email and collaboration systems from legacy servers into the cloud. He was a guest speaker at the exclusive Google I/O 2009 conference.

**Lisa Jenkins**

National Channel Account Manager  
Xerox Corp.  
Tampa, FL, USA

**LinkedIn:** <http://www.linkedin.com/pub/lisa-jenkins/4/3a6/620>

**Web:** <http://www.office.xerox.com/managed-print-services/enus.html>

**Fast Facts:** Lisa has been instrumental in forging the relationship between Xerox and the managed services vendors to bring the managed print services market to the forefront. She also works closely with HTG Peer Groups.

**Stephan Jenner**

Director, Future Logic  
Mt. Lawley, WA, Australia

**Web:** <http://www.futurelogic.com.au>

**Fast Facts:** Stephan is a well-known MSP in the Western Australia SMB market, helping to define and evolve the MSP business model in this emerging region.

**Arno Joubert**

Owner, Omnicom IT Solutions  
Roodepoort, Gauteng, South Africa

**Blog:** <http://clevercare.blogspot.com>

**Web:** <http://www.247365itsupport.co.za>

**Fast Facts:** Arno has embraced the managed services model to deliver cost saving proactive IT support to his SME clients in Sub Saharan Africa. He has grown his managed services practice to more than 500 PCs in less than two years, previously having run a break/fix business model.

K-K-K-K

**David Kakish**

President, InhouseCIO  
Chicago, IL, USA

**Web:** <http://www.inhousecio.com>

**Fast Facts:** Under David's leadership, InhouseCIO experienced a four-fold increase in revenue from 2009 to 2010. He's striving to close the digital divide between large enterprises and small businesses that often don't have the budget or staff to leverage big business solutions.

**Jon Kalauger**

Founder and CEO, Naverisk  
Auckland, NZ

**Web:** <http://www.naverisk.com>

**Fast Facts:** Jon founded an MSP business in 2002, grew it 50 staff members and sold it in 2009. In June 2009, he launched the Naverisk software platform, which has already attracted more than 100 MSPs worldwide.

**John Kampas**

President, Digerati Group  
Chicago, IL, USA

**Twitter:** <http://www.twitter.com/Digeratigroup>

**Web:** <http://www.digeratigroup.com>

**Fast Facts:** John launched an MSP practice in 2009 that generated \$360,000 in revenue, and that same business is exceeding expectations for 2010.

**Gerard Kane**

CEO, MSP Services Network  
Omaha, NE, USA

**Web:** <http://www.mspsn.com>

**Fast Facts:** Gerard is a channel veteran who acquired MSP Services Network (MSPSN), a well-known Master MSP, in late 2009. Gerard also engages audiences with two well-known brands: His daily GSOD 'Gerard's Song of the Day' email list and the Channel Happy Hour podcast ([www.channelhh.com](http://www.channelhh.com)), which he co-hosts.

**Zak Karsan**

Director of Business Development  
VaultLogix  
Danvers, MA, USA

**Web:** <http://www.vaultlogix.com>

**Fast Facts:** Zak has been working with a range of partners on VaultLogix integration deals. One recent deal involves VaultLogix integrating its online backup software with Nimsoft's remote monitoring and management software.

**Scott Kaufmann**

Solutions Architect, All Covered Inc.  
Redwood City, CA, USA

**LinkedIn:** <http://www.linkedin.com/in/scottdkaufmann>

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

**Fast Facts:** In the early days of managed services, Scott was key in developing Do IT Smarter's product offering, turning the company into what is now known as a Master MSP. In November 2008, Scott moved on to The I.T. Pros as Director of Managed Services, where he developed an MSPAlliance-certified NOC facility, and a 100% remote support service offering model that converted the company's service revenue from 20% of total revenue in 2008 to 50% in 2009. His efforts played a key factor in the acquisition of The I.T. Pros by All Covered in April 2010.

**Kevin Hoffman**

CEO, eFolder  
Atlanta, GA, USA

**Web:** <http://www.efolder.net>

**Fast Facts:** Kevin built one of the best-known providers of online backup and online storage

solutions for VARs and MSPs. The eFolder solution is rebrandable for channel partners.

**John Kilgore**

Director, Managed Services  
Computer Service Partners, Inc.  
Raleigh, NC, USA

**LinkedIn:** <http://www.linkedin.com/in/johnkilgore>

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

**Fast Facts:** John has developed managed services strategies that deliver gross margins as high as 69 percent. He has increased the company managed services customer base by 35% in the last year. John also promotes a positive work-life balance employee culture.

**Wayne Kiphart**

VP, Managed Services  
Logicalis, Inc.  
Bellevue, WA, USA

**Twitter:** <http://twitter.com/WayneKiphart>

**LinkedIn:** <http://www.linkedin.com/in/waynekiphart>

**Web:** <http://www.us.logicalis.com>

**Fast Facts:** As the leader of the Logicalis Managed Services practice, Wayne's team rolled out new processes built on ITIL tools that increased efficiency, improved service level performance and allowed for quick response to new market demands, such as the need for enterprise-class cloud solutions.

**Peter Klanian**

Senior Manager, SaaS Global Channels, Dell  
Boston, MA, USA

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

**Fast Facts:** At a time when many VARs wonder how Dell plans to work in managed services, Klanian continues to work very closely with a range of MSPs across North America.

**Enrique Krajalnik**

CEO, Illumen  
Denver, CO, USA

**Web:** <http://www.illum.com>

**Fast Facts:** In addition to building an MSP practice that has tripled in size since 2007, Enrique launched Servoyant, a monitoring and management platform that serves the MSP market.

**Rob Kurver**

CEO, Voipro International BV  
Amsterdam, Netherlands

**Blog:** <http://www.white-rabbit.nl>

**Twitter:** <http://www.twitter.com/robkurver>

**LinkedIn:** <http://www.linkedin.com/in/robkurver>

**Web:** <http://www.voipro.com>

**Fast Facts:** Rob in 2005 co-founded Voipro, a hosted voice developer and provider in The Netherlands and EMEA. He has doubled the company's installed base every year, built a telco/IT/MSP channel spanning over 50 resellers, and can be tracked on the SaaS4Channel website.

-L-L-L-L-

**Phil LaForge**

VP, Nimsoft, a division of CA Technologies  
Campbell, CA, USA

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

**Fast Facts:** A former MSP for a major solution provider, Phil now educates Nimsoft's MSP base, and his sales insights are among the best-read guest blogs on MSPmentor.

**Brian Laufer**

VP of Operations  
Aspire Technologies, Inc.  
Orlando, FL, USA

**Twitter:** <http://twitter.com/Blaufer>

**LinkedIn:**  
<http://www.linkedin.com/profile?viewProfile=&key=14565583>

**Web:** <http://www.quotewerks.com>

**Fast Facts:** Brian has worked closely with the IT and MSP Communities to add functionality in QuoteWerks to improve their sales processes. Brian also was instrumental in influencing the ConnectWise and Etilize integrations.

**Keith Lavelle**

Managing Director, Ordys  
Brisbane, Queensland, Australia

**Web:** <http://www.ordyss.com>

**Fast Facts:** According to one key customer, "Over the course of the past 10 years I have engaged Keith and his company to provide advice and services on various crisis events, projects and outsourcing initiatives. The results have been outstanding."

**Lorne Lavine**

Owner/CEO, Dental Technology Consultants  
Burbank, CA, USA

**Web:** <http://www.thedigitaldentist.com>

**Fast Facts:** Lorne started Dental Technology Consultants (DTC), a "one-company revolution" specializing in the technological and consulting needs of dental practices. He's now looked on as

a mentor in the vertical. Lorne also sits on the Partner Council for Level Platforms.

**Robert Leibholz**

Senior VP, Sales and Business Development  
Intermedia  
New York, NY, USA

**Web:** <http://www.intermedia.com>

**Fast Facts:** Bob has helped Intermedia to attract more than 4,000 private label partners for various SaaS applications, including Hosted Exchange. He's now driving a partner strategy for a Hosted PBX effort.

**Chuck Lennon**

President, TeamLogic IT  
Mission Viejo, CA, USA

**Twitter:** <http://www.twitter.com/ChuckTeamLogic>

**LinkedIn:** <http://www.linkedin.com/in/chucklennon>

**Web:** <http://www.teamlogicit.com>

**Fast Facts:** In five years, Chuck Lennon has established TeamLogic IT as a force in the MSP industry with 45 offices servicing thousands of businesses in North America and the UK. Chuck sits on the Board of Directors of CompTIA.

**Rob Leon**

VP of Operations, Spam Soap  
Costa Mesa, CA, USA

**Web:** <http://www.spamsoap.com>

**Fast Facts:** Rob has managed to build Spam Soap into one of the best-known anti-spam brands in the managed services market, despite fierce competition from major software rivals.

**John Lewe**

President, Aspire Technologies, Inc.  
Orlando, FL, USA

**Web:** <http://www.quotewerks.com>

**Fast Facts:** John is the founder, president and lead developer of QuoteWerks, one of the best-known quoting tools in the MSP market.

**Sheng Liang**

Founder and CEO, Cloud.com  
Cupertino, CA, USA

**Blog:** <http://cloud.com/main/company/blog>

**Twitter:** <http://twitter.com/shengliang>

**LinkedIn:** <http://www.linkedin.com/in/shengliang>

**Web:** <http://www.cloud.com>

**Fast Facts:** Sheng is responsible for the vision and overall direction of the company as it transforms the way business can harness the power of their own cloud. Sheng has experienced tremendous success building Cloudstack, Cloud.com's open source infrastructure as a service (IaaS) solution. CloudStack is adding hundreds of developers per day and receiving thousands of downloads per week.

**Amy Luby**

Senior Director, Sales Operations  
SYNNEX Corporation  
Greenville, SC, USA

**Web:** <http://www.synnexondemand.com/>

**Fast Facts:** Amy founded MSP Services Network (MSPSN), a master MSP that grew to over 1,200 members in three years. After selling MSPSN in 2009, she now assists resellers that work closely with Synnex, the specialty distributor.

**Fred Luddy**

CEO, Service-now.com  
Solana Beach, CA, USA

**Twitter:** [http://www.twitter.com/fred\\_luddy](http://www.twitter.com/fred_luddy)

**LinkedIn:** <http://www.linkedin.com/pub/fred-luddy/9/403/30>

**Web:** <http://www.service-now.com>

**Fast Facts:** Fred started Service-now.com five years ago as a SaaS application for enterprise IT service management. About three months ago, Service-now.com surpassed \$50 million in recurring revenue -- faster than Salesforce.com was able to pass the same revenue mark. Today the world's largest MSPs (such as Compucom, Dimension Data, SunGard HE and Getronics), leverage Service-now.com's offerings.

**-M-M-M-M-**

**Tim Maliyil**

Founder and CEO, AlertBoot  
Las Vegas, NV, USA

**Twitter:** [http://www.twitter.com/tim\\_maliyil](http://www.twitter.com/tim_maliyil)

**LinkedIn:** <http://www.linkedin.com/in/timmaliyil>

**Web:** <http://www.alertboot.com>

**Fast Facts:** Tim recognized the need for an easy-to-use managed encryption solution when he started AlertBoot. The system now protects more than 100,000 endpoint computers worldwide. Under Tim's leadership, AlertBoot launched a channel Program in early 2010; it has since attracted more than 70 channel partners.

**David Markus**

Managing Director, Combo  
Fitzroy, North Victoria, Australia

**Blog:** <http://it-tech-strategy.blogspot.com/>

**Web:** <http://www.combo.com.au>

**Fast Facts:** David founded Combo in 2002 to become an MSP. More recently, the company grew from \$500,000 in 2006 to \$3 million in 2010. Combo is recognized as one of Australia's 100 fastest growing companies. David also writes a weekly article for [www.smartcompany.com.au](http://www.smartcompany.com.au), which many MSPs in Australia encourage their clients to read.

**Keith Maune**

Partner & Director of Solution Delivery  
Advanced Network Solutions  
Nashville, TN, USA

**Web:** <http://www.ansolutions.com>

**Fast Facts:** Keith came to work at ANS as a 14-year-old writing Access programs and has since worked his way to being an owner of the company (along with founder Sonny Clark). Keith has brought the technical innovation and standards that have helped ANS achieve consistent 20% year-over-year growth. Keith continues to innovate, building the ANS cloud environment five years ago and evolving it to today's service delivery and client-facing services.

**Jay McBain**

Director, Small and Medium Business  
Lenovo

Morrisville, NC, USA

**Blog:** <http://jaymcbain.blogspot.com>

**Twitter:** <http://www.twitter.com/jmcbain>

**LinkedIn:** <http://www.linkedin.com/in/jaymcbain>

**Web:** <http://www.lenovopartnernetwork.com>

**Fast Facts:** Jay was instrumental in building Lenovo's worldwide Managed Services presence with key partnerships. He helped to evangelize Lenovo's MSP-centric server -- an industry first -- and his blog entries are widely read across a range of IT and media sites.

**Brent McCasland**

President/CFO, CalTech  
San Angelo, TX, USA

**Web:** <http://www.caltech.com>

**Fast Facts:** Brent developed a security program (built around N-able endpoint security) that doubled his company's monitoring and MSP revenues in 2009 and 2010.

**Todd McKendrick**

Director of Business Development  
Nimsoft, a division of CA Technologies  
Campbell, CA, USA

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

**Fast Facts:** Todd is one of the very first MSP pundits that the MSPmentor team ever met. A veteran of Do IT Smarter and Dell Managed Services, McKendrick now works closely with MSPs at Nimsoft.

**Kent McNall**

CEO, Quosal Inc.  
Woodinville, WA, USA

**Twitter:** <http://www.twitter.com/quosalman>

**LinkedIn:** <http://www.linkedin.com/pub/kent-mcnall/2/53/a20>

**Web:** <http://www.quosal.com>

**Fast Facts:** Notes one customer, "Kent's team has assisted our company in providing quick, high quality and real time pricing quotes for our customers. Quosal also allows us to submit electronic orders and link opportunities directly into ConnectWise."

**George Mellor**

CEO, CBE Technologies  
East Providence, RI, USA

**Twitter:** <http://www.twitter.com/cbetechnologies>

**LinkedIn:** <http://www.linkedin.com/in/cbetechnologies>

**Web:** <http://www.cbetech.com>

**Fast Facts:** George positioned CBE Technologies to be among the first MSPs to work closely with Cisco's managed services partner program.

**Steve Merkel**

Director, Solutions  
Latisys

Englewood, CO, USA

**Twitter:** <http://www.twitter.com/Latisys>

**Web:** <http://www.latisys.com>

**Fast Facts:** In Steve's role overseeing pre-sales engineering efforts nationwide, he has spearheaded the introduction of managed services solutions and products for Latisys customers.

**Rene Miller**

Vice President, Ener Systems, LLC  
Covington, LA, USA

**Web:** <http://www.enersystems.com>

**Fast Facts:** In 2009, Rene increased Ener Systems' gross revenue by 184.5% over 2008 and increased the number of clients serviced by 59.3%. He is personally involved in making sure all clients are satisfied.

**Michael Minnich**

CEO, NetGain  
DeGraff, OH, USA

**Web:** <http://www.netgainis.com>

**Fast Facts:** Michael was recently selected for Ingram Micro's elite group of VTN Partners to deliver presentations on behalf of Ingram Micro. He has also been invited to join Level Platforms' exclusive Partner Council to help guide the success of Level Platforms MSPs and partners.

**Dave Minns**

Client Services Manager, Storage Guardian  
Toronto, Canada

**Twitter:** <http://www.twitter.com/storageguardian>

**Web:** <http://www.storageguardian.com>

**Fast Facts:** Dave is helping Storage Guardian to develop an authorized network of VARs that want to specialize in pay-as-you-go storage.

**Barry Moniès**

CEO, Computronix  
Stamford, CT, USA

**LinkedIn:** <http://www.linkedin.com/in/barrymonies>

**Web:** <http://www.computronixUSA.com>

**Fast Facts:** Barry, one of the founders of Computronix in 1997, has been building his MSP service for over 10 years. Barry was one of 100 from across the United States invited to attend a Congressional Conference on Private Technology in Homeland Security, accompanied the Governor of Conn. on a Trade Mission to Europe to discuss international technology, and repeatedly worked with the FBI on Technology forensics.

**Eric Montague**

CEO, Executech  
South Jordan, UT, USA

**Web:** <http://www.executech.com>

**Fast Facts:** Under Eric's leadership, Executech has never lost a client to a competitor since opening its doors in 2002. Eric has helped grow Executech's revenue organically by over 200% in the past five years. Executech is recognized as one of Utah's fast-growing companies by the Mountain West Capital Network. And Eric is recognized on the vSpring Capital v100, a list of top Utah entrepreneurs who lead emerging technology businesses.

**Andrew Moore**

Vice President of Operations  
The IronEdge Group  
Houston, TX, USA

**Blog:** <http://www.andrewpmoore.com>

**Twitter:** <http://www.twitter.com/andrewpmo>

**LinkedIn:** <http://www.linkedin.com/in/andrewpmoore>

**Web:** <http://www.ironedgegroup.com>

**Fast Facts:** Andrew is responsible for the development of all processes for MSPs that utilize PSA and automation software servicing over 3000 global nodes each. He drove gross profitability in a \$6 million MSP from 30% to 60% in less than 12 months.

**Lew Moorman**

President, Cloud and Chief Strategy Officer  
RackSpace  
San Antonio, TX, USA

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

**Fast Facts:** Lew oversees the Rackspace Cloud effort, which has emerged as one of the world's best-known cloud brands in 2010.

**Bryn Morgan**

Commercial Manager, Virtual IT Limited  
London, UK

**Blog:** <http://www.brynovation.com>

**Twitter:** <http://www.twitter.com/brynmorgan>

**LinkedIn:** <http://uk.linkedin.com/in/brynmorgan>

**Web:** <http://www.virtualit.biz>

**Fast Facts:** Bryn has been involved with providing managed services to SME companies in the UK for 7 years and has assisted Virtual IT in building its client base to 3500+ users across 200 companies. Virtual IT was 3rd in the list of fastest growing tech companies in the UK for 2007 and also made this list for 2008, growing over 5000% in the five years up to 2007.

**Ryan Morris**

Principal Consultant  
Morris Management Partners  
USA

**Web:** <http://www.morrismp.com>

**Fast Facts:** After a successful career at IPED (Institute for Partner Education and Development), Morris launched his own consulting firm to help solutions providers and channel vendors thrive.

**Rick Murphy**

Managing Partner, Cogent Growth Partners, LLC  
Woodstock, GA, USA

**LinkedIn:** <http://www.linkedin.com/in/bizdevllc>

**Web:** <http://www.cogentgrowthpartners.com>

**Fast Facts:** Rick has helped one MSP more than double in size from \$900,000 to over \$2.2 million in the past 14 months with his "growth by acquisition" strategy.

-N-N-N-N-

**Matt Nachtrab**

CEO, LabTech Software  
Toledo, OH, USA

**Web:** <http://www.labtechsoftware.com>

**Fast Facts:** Matt has helped grow LabTech, a remote monitoring and management (RMM) software provider, more than 1,000 percent in the first half of 2010. Matt is also responsible for securing funding from ConnectWise Capital in these challenging economic times.

**Jeffrey Nelson**

President and CEO, Anexio, Inc.  
Sarasota, FL, USA

**Twitter:** <http://twitter.com/theitmaestro>

**LinkedIn:** <http://www.linkedin.com/pub/jeff-nelson/2/754/543>

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

**Fast Facts:** As one peer put it, "Jeffrey has continued to grow our business while focusing on 3 key factors: his employees, passion for the managed services industry and most of all the success of our clients. He is a great leader and mentor. He has a passion of no other boss I have worked for."

-O-O-O-O-

**Kevin O'Brien**

Director, ISV and SaaS Strategy for  
Worldwide Alliances  
Oracle Corp.

Redwood Shores, CA, USA

**Web:** <http://www.oracle.com/partners>

**Fast Facts:** Kevin oversees Oracle's ISV and SaaS strategy, which has quietly allowed Oracle's databases and applications to emerge as the default platform for most of the leading major SaaS application providers.

**Gretchen O'Hara**

Senior Director, Channel Cloud Strategy  
Microsoft Corp.

Redmond, WA, USA

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

**Fast Facts:** As senior director of Microsoft's channel cloud strategy, Gretchen is helping thousands of VARs and MSPs to evaluate and embrace Microsoft BPOS (Business Productivity Online Suite) and Windows Azure, Microsoft's cloud operating environment.

**Tom O'Reilly**

CEO, O'Reilly Data  
Copenhagen, Denmark

**Blog:** <http://blog.oreillydata.com>

**Twitter:** <http://www.twitter.com/oreillydata>

**Web:** <http://www.oreillydata.com>

**Fast Facts:** Tom is bringing managed services to Denmark, where the concept is virtually unknown. He is offering a Denmark-based NOC and monitoring for VARs and IT consultants. Although his success has been limited this far, he is a person to watch in the managed services space in Denmark and the Nordics, according to those in the know.

-P-P-P-P-

**Karl Palachuk**

CEO, KP Enterprises  
Sacramento, CA, USA

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

**Fast Facts:** Karl is a well-known entrepreneur, blogger, author and manage services pundit who assists small business owners.

**Michael Pastor**

President, Alliant Managed Services  
Morristown, NJ, USA

**Web:** <http://www.allianttech.com>

**Fast Facts:** Mike joined Alliant Technologies in May 2009. Since that time, he grew the managed services business by 55%, integrating the PSA platform with NMS and billing systems. He has also expanded the company's managed services offerings from six options to 15.

**Benjamin Pearce**

President, ACP Technologies  
Buffalo, NY, USA

**LinkedIn:** <http://www.linkedin.com/pub/benjamin-pearce/10/b82/bba>

**Web:** <http://www.acp.us.com>

**Fast Facts:** Ben has successfully transitioned ACP Technologies to a MSP model over the past four years. With clients in Western New York, Ontario and Ohio, MSP revenue has grown 60% of company sales.

**Bob Penland**

CTO, TruMethods LLC  
Moorestown, NJ, USA

**Twitter:** <http://www.twitter.com/bpenland>

**LinkedIn:** <http://www.linkedin.com/in/bpenland>

**Web:** <http://www.trumethods.com>

**Fast Facts:** Bob is a veteran of the MSP marketplace, first building service operations for mindSHIFT Technologies, then NOC services at Kaseya. He now teaches over 350 MSPs how to build a successful IT Service Delivery practice as CTO at TruMethods.

**Gary Pica**

President, TruMethods LLC  
Moorestown, NJ, USA

**Web:** <http://www.trumethods.com>

**Fast Facts:** Gary Pica and his TruMethods team offer a combination of rubber-meets-road guidance, success principles and real-world experience to MSPs. Previously, Gary built a well-known MSP that was acquired by mindSHIFT.

**Bill Piper**

Client Account Manager/Marketing Coordinator  
Clarix Networks, LLC  
Knoxville, TN, USA

**Blog:** <http://www.clarixnetworks.com/blog>

**Twitter:** <http://www.twitter.com/billpiper>

**Web:** <http://www.clarixnetworks.com>

**Fast Facts:** Bill blogs extensively for Clarix Networks at their cloud computing industry blog, Cloud9. He educates hundreds of readers each week about the basics and nuances of cloud computing, managed services, and the technology industry at large.

**Daniel Pletcher**

COO, Alpha Engineering Associates, Inc.  
Annapolis, MD, USA

**Web:** <http://www.alphaenr.com>

**Fast Facts:** Dan has developed a leading managed service program that has converted 90% of existing break-fix customer base to a recurring revenue model.

**Howard Podgurski**

President, DocuTech  
Warminster, PA, USA

**Web:** <http://www.docutech.com>

**Fast Facts:** As one peer put it, "Howard has been a partner of Do IT Smarter for many years now and has become a mentor to many of our other partners. His devotion to our business model and never-ending quest to simplify and clarify the message has been a tremendous benefit to Do IT Smarter and our partners. He has even flown across the country to train partners, pro bono."

**Craig Pollack**

Founder & CEO, FPA Technology Services, Inc.  
Encino, CA, USA

**Blog:** <http://www.fpainc.com/Ourcompany/blog.aspx>

**Twitter:** <http://www.Twitter.com/craigpollack>

**LinkedIn:** <http://www.linkedin.com/In/craigpollack>

**Web:** <http://www.fpainc.com>

**Fast Facts:** Craig has grown the managed services practice of FPA from 0 to 20% of revenue in approximately 14 months.

**David Powell**

VP of Managed Services, TekLinks  
Birmingham, AL, USA

**Twitter:** <http://www.twitter.com/davidpowellbham>

**LinkedIn:** <http://www.linkedin.com/pub/david-powell/5/2b7/50b>

**Web:** <http://www.teklink.com>

**Fast Facts:** David has worked for three MSPmentor100 companies (Claris, ETG and TekLinks). He has helped grow the managed services of TekLinks by over 4 times on a run-rate basis since he arrived.

**Max Pruger**

Director, East Coast Sales, Kaseya  
Arlington, VA, USA

**LinkedIn:** <http://www.linkedin.com/in/maxpruger>

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

**Fast Facts:** Max was Sales Rookie of the year in 1996, Sales Rep of the year in 1997, Sales Rep of the year in 1998 and is the current holder of the 1999 Kaseya Chairman's Cup.

-Q-Q-Q-Q-

**Chad Quesenberry**

Director of Client Services  
Claris Networks, LLC  
Knoxville, TN, USA

**Blog:** <http://www.clarisnetworks.com/blog>

**LinkedIn:**

<http://www.linkedin.com/in/chadquesenberry>

**Web:** <http://www.clarisnetworks.com>

**Fast Facts:** Chad has developed the IT support structure at two separate billion-dollar companies. In each case he beat timelines and budget estimates while increasing customer satisfaction. He brings these skills to Claris by overseeing the technical account management team that completes all implementations and provides strategic guidance for clients on a personalized basis.

-R-R-R-R-

**Rob Rae**

Director, Partner Development  
LPI Level Platforms, Inc.  
Ottawa, Ontario, Canada

**Twitter:** <http://www.twitter.com/levelplatforms>

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

**Fast Facts:** Rob's primary responsibility at Level Platforms is the success of every one of their partners. He recently produced a twice-per-week webinar that educated more than 7,000 solutions providers over an 18-month period.

**Jeff Ragusa**

Channel Manager, Google Apps, Google  
Mountain View, CA, USA

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

**Fast Facts:** Jeff is active on the managed services trade-show circuit, promoting Google's SaaS and cloud strategy to MSPs across North America.

**Gary Read**

GM, Nimsoft, a division of CA Technologies  
Campbell, CA, USA

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

**Fast Facts:** As founder of Nimsoft, Gary led the company's successful sale to CA Technologies in 2010. Gary also led Nimsoft's push beyond traditional on premises monitoring software, introducing Nimsoft On Demand in early 2010.

**Nicholas Richardson**

Director of Business Intelligence  
Bischer Technologies  
Clinton Township, MI, USA

**Web:** <http://www.bischtech.com/>

**Fast Facts:** Greg helped create one of the top 100 MSPs in the world, according to the annual MSPmentor 100 report. Bischer's success is particularly surprising considering the difficult economic situation across Michigan.

**Jeanmarie Richardson**

President, The Digital Architects, Inc.  
Stevensville, MD, USA

**Web:** <http://www.tdai.net>

**Fast Facts:** Jeanmarie helped to convert 95% of her company's clients to managed services, and managed services sales are now up 115%.

**Mark Richter**

President, iStreet Solutions, LLC  
Roseville, CA, USA

**Blog:** <http://www.istreetsolutions.com/blog>

**LinkedIn:** <http://www.linkedin.com/in/markgrichter>

**Web:** <http://www.istreetsolutions.com>

**Fast Facts:** Mark helped to pioneer the Managed Services SAP Hosting market. The iStreet solution was certified by SAP Hosting in 2005. The SAS 70-certified company has achieved 100% uptime since the start of operations.

**Shael Risman**

CEO, PACE Technical Services Inc.  
Richmond Hill, Ontario, Canada  
Blog: <http://keepingupwithpace.blogspot.com/>  
Twitter: <http://twitter.com/pacetechserv>  
Web: <http://www.pacetechical.com>  
Fast Facts: In 2004, Shael and his partner Michael Sugrue built one of the first MSPs in the Greater Toronto Area that specifically delivered turnkey Managed IT Services to Small and Mid-size businesses at an affordable monthly fee. With a focus on client relationships, the company has grown from 3 to 18 employees and increased revenues 600% from year one to year five.

**David Roberts**

Vice President, Ascend Technologies, Inc.  
Loganville, GA, USA  
Web: <http://www.ascendtechnologies.com>  
Fast Facts: David Roberts built a company from nothing to a \$4 million organization, and is now focusing his energies on managed services opportunities.

**Robin Robins**

Founder, Technology Marketing Toolkit  
Franklin, TN, USA  
Web: <http://www.technologymarketingtoolkit.com>  
Fast Facts: Robin is one of the MSP industry's best-known coaches and marketing pundits. She has helped thousands of solutions providers to develop marketing campaigns that drive lead generation and sales.

**Alex Rogers**

President, ARRC Technology/ CharTec  
Bakersfield, CA, USA  
Web: <http://www.rrc.com>  
Fast Facts: Alex is credited with creating CharTec, an exclusive "beyond HaaS" solution for resellers and MSPs. In his own MSP practice, Rogers increased annuity-based contract values from \$100,000 to over \$4 million in less than two years. His company has been twice listed on the Inc. 5000 list. In 2010, CharTec attracted investment money from ConnectWise Capital.

**Donnie Roland**

CTO, TeksInc.com  
Dallas, TX, USA  
Web: <http://www.teksinc.com>  
Fast Facts: Donnie is a managed security and anti-virus expert. He has taken infection rates from about 3 per day down to 1 per week across over 1000 endpoints, helping customers to avoid thousands of dollars in lost productivity.

**Ted Roller**

VP, Channel Development, Intronis  
Boston, MA, USA  
Web: <http://www.intronis.com>  
Fast Facts: Ted started his own managed services business, Oxford Systems Integration, in 1992 and was the president and CEO for 14 years. In 2008 he made the move to itControl Solutions where he transformed the company from a newcomer to a well-known channel player. Most recently he joined Intronis as the online backup company's channel chief.

**Dan Rosedahl**

General Manager, Corporate Technologies LLC  
Fargo, ND, USA  
Web: <http://www.gocorpotech.com>  
Fast Facts: Dan is very active with managed services solutions such as Cisco and Level Platforms, providing direct input to development through beta projects with both companies.

**Jon Roskill**

Global Channel Chief, Microsoft Corp.  
Redmond, WA, USA  
Web: <http://www.microsoft.com>  
Fast Facts: Jon was named to run Microsoft's worldwide channel program in mid-2010, succeeding Allison Watson. Jon recently conceded that he needed to learn about the MSP market segment, though he says Microsoft's SaaS and cloud offerings have attracted more than 15,000 partners.

**Ilene Rosoff**

Founder and CEO, The Launch Pad  
Odessa, FL, USA  
Web: <http://www.launchpadonline.com>  
Fast Facts: Ilene is founder and CEO of The Launch Pad, an award-winning provider of managed IT support services and data protection services. The Launch Pad was named to Inc. 5000 list of fastest growing companies nationally as well as the Tampa Fast 50 in both 2009 and 2010. Ilene was a finalist for Tampa Business Woman of the Year.

**Marie Rourke**

President  
WhiteFox Marketing and Communications  
Fullerton, CA, USA  
Twitter: <http://www.twitter.com/channelPR>  
Web: <http://www.whitefoxpr.com>  
Fast Facts: As one client put it, "Marie is THE Channel PR Pro and marketing advisor to the most successful MSP's and managed services vendors in the industry. She is smart, creative and always knows the best angle to pitch a good story."

**Alan Rudolph**

Managing Director, Objective Cloud Consulting  
Steamboat Springs, CO, USA

**LinkedIn:** <http://www.linkedin.com/in/alanrudolph>

**Web:** <http://www.objectivecloud.com>

**Fast Facts:** Alan deployed a virtualized private application cloud that cut service provider costs by 40% and increased gross margins by 20%.

**Scott Ryan**

Co-Founder, Architel  
Dallas, TX, USA

**Blog:** <http://architel.com/webblog/>

**Twitter:** <http://twitter.com/itsupportdallas>

**LinkedIn:** <http://www.linkedin.com/companies/architel>

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

**Fast Facts:** Scott co-founded Architel in 2001 to offer flat-fee managed services. The company has been profitable since 2002 and has grown organically and through acquisition ever since. Today, Architel ranks among the largest MSPs in the North Texas area servicing more than 10,000 end-users.

-S-S-S-S-

**Christy Sacco**

Director of Operations, HTG Peer Groups  
Harlan, IA, USA

**Web:** <http://www.htgpeergroups.com>

**Fast Facts:** Christy empowers MSP leaders to succeed by building community and delivering education in the 250-company HTG Peer Groups. Christy organizes two annual events with over 350 people and coordinates communications around PR, newsletters, website and social media. Nearly 86% of members scored a "9 or 10 out of 10" or "Highly Likely" when asked if they would recommend the HTG Program to a friend or professional associate.

**Dave Sagraves**

VP, Claris Networks, LLC  
Knoxville, TN, USA

**Blog:** <http://www.clarisnetworks.com/blog>

**Twitter:** <http://www.twitter.com/dsagraves>

**LinkedIn:** <http://www.linkedin.com/pub/dave-sagraves/2/602/b7b>

**Web:** <http://www.clarisnetworks.com>

**Fast Facts:** Claris has grown over 700% in contracted monthly recurring revenue in the last six years as a result of Dave's sales and leadership efforts.

**Ari-Pekka Salovaara**

CEO, Severa  
Helsinki, Finland

**Web:** <http://www.severa.com>

**Fast Facts:** Ari-Pekka built one of Europe's leading providers of PSA software in a SaaS

configuration. Now, he's trying to repeat Severa's PSA and SaaS success in North America.

**Maurice Saluan**

VP, Sales and Channel Management  
Zenith Infotech Ltd.

Warrendale, PA, USA

**Blog:** <http://www.mspmentor.net/author/maurice-saluan/>

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

**Fast Facts:** Maurice has been part of a management team that has grown Zenith's channel to 4,700 partners, while also building brand equity for those partners.

**Gilles Samoun**

CEO, NTR Global  
Barcelona, Spain

**Web:** <http://www.ntrglobal.com>

**Fast Facts:** Gilles is a SaaS expert who has positioned NTRglobal's remote support and IT automation solutions for the SaaS market. More than 17,000 organizations now leverage NTRglobal's software.

**John Samuel**

President, Technology Engineers and Architects  
Saddle Brook, NJ, USA

**Web:** <http://www.tea-corp.com>

**Fast Facts:** As an IT specialist, John started Technology Engineers and Architects in 1998. Since that time, the company has introduced monitoring, security, automation, dynamic backup and recovery, disaster recovery services, and Internet services such as secure email and web hosting, custom application development and general IT services.

**Rory Sanchez**

CEO, SLPowers  
West Palm Beach, FL, USA

**Blog:** <http://www.RorySanchez.com>

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

**Fast Facts:** Rory has built a South Florida MSP that now with offices in Atlanta, Ga., and Norwalk, Conn. The company's sales have doubled since 2007, topping \$7 million in 2009. Sanchez is currently President of Tech Data's TechSelect Advisory Board, a member of the ConnectWise Partner Advisory Board, and in 2007 received an Industry Contribution Award from CompTIA.

**Peter Sandiford**

CEO, LPI Level Platforms, Inc.  
Ottawa, Ontario, Canada

**Twitter:** <http://www.twitter.com/levelplatforms>

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

**Fast Facts:** After building a \$1 billion global systems integration company, Peter started LPI Level Platforms to allow service providers to deliver advanced IT management to their SMB customers. Level Platforms has been ranked by Deloitte Fast 50 as the 3rd fastest growing technology company in Canada in both 2008 and 2009, winning customers in more than 30 countries. Level Platforms also works closely with major IT companies like Microsoft, Cisco, Intel and Hewlett-Packard.

**Michael Sappington**

CEO, gloStream  
Bloomfield Hills, MI, USA

**Web:** <http://www.glostream.com>

**Fast Facts:** As CEO of gloStream, Michael is helping VARs and MSPs to move into the electronic medical records (EMR) market.

**Akash Saraf**

CEO, Zenith Infotech Ltd.  
Warrendale, PA, USA

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

**Fast Facts:** Akash has built Zenith Infotech into one of the best-known providers of RMM (remote monitoring and management) software and disaster recovery solutions. Now, he's promoting SmartStyle hybrid cloud offerings and MSPmentor has its eye on another move: Akash's commitment to the telepresence market, with a solution called Vu Technologies.

**Bryan Sarlitt**

Founder & CEO, TechXpress, Inc.  
San Luis Obispo, CA, USA

**LinkedIn:** <http://www.linkedin.com/in/sarlitt>

**Web:** <http://www.techxpress.net>

**Fast Facts:** In 3 years, Bryan has transformed a waning break-fix provider, bleeding tens of thousands of dollars per quarter, into a successful MSP organization, earning hundreds of thousands of dollars per year.

**David Schafran**

Managing Partner  
Cogent Growth Partners, LLC  
New York, NY, USA

**Web:** <http://www.CogentGrowthPartners.com>

**Fast Facts:** David is co-founder of Cogent Growth Partners, a consulting firm that assists MSPs with mergers, acquisitions and post-acquisition integration services. He also leads Transformation Strategies, a consulting firm that helps VARs transform to the MSP model.

**Brett Schechter**

Director of Sales, Blue Diamond Solutions  
Pine Brook, NJ, USA

**Web:** <http://www.bdsmmsp.com>

**Fast Facts:** As one observer puts it, "Brett has designed and implemented an alternate channel/VAR program that has more than doubled in size since the start of 2010. His reciprocal partnership approach has enabled Blue Diamond Solutions and parent company, All Business Solutions, to increase monthly recurring revenues by more than 120% over the course of the last 6 months. Brett's program is truly unique in the MSP space."

**Mark Scott**

President & Founder  
The Utility Company  
Ottawa, Ontario, Canada

**Web:** <http://www.theutilitycompany.com>

**Fast Facts:** Mark has built a network of VARs and MSPs that provide virtual IT service and support to small and midsize companies. He previously co-founded N-able, the popular remote monitoring and management software company.

**Walter Scott**

CEO, GFI Software  
Cary, NC, USA

**Web:** <http://www.gfi.com>

**Fast Facts:** Walter has been leading GFI Software on an acquisition binge, buying up multiple MSP- and SaaS-related software companies that work through the channel.

**Scott Scrogin**

President, HTG Peer Groups  
Chief Process Officer  
Heartland Technology Solutions  
Harlan, IA, USA

**Twitter:** <http://www.twitter.com/HTGmembers>

**Web:** <http://www.htgpeergroups.com>

**Fast Facts:** In his role as president of HTG Peer Groups, Scott has been instrumental in the recent growth of HTG. He facilitated several of the early HTG groups, but now has primary responsibility for the day-to-day operations of HTG including new member onboarding and management of the HTG group facilitators/leaders.

**Bob Seaman**

CIO, Ancero, LLC  
Berlin, NJ, USA

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

**Fast Facts:** Bob has been the engineering architect who has built Ancero into one of the Delaware Valley's largest MSPs with over 250 customers.

**Stuart Selbst**

President, Stuart Selbst Consulting  
Gilbert, AZ, USA

**Blog:** <http://www.stuartselbst.com/blog>

**Twitter:** <http://www.twitter.com/stuartselbst>

**Web:** <http://www.stuartselbst.com>

**Fast Facts:** Stuart is an executive-level business coach for both established and emerging managed IT service providers and IT solution providers. His coaching, business and MSP-related acumen is demonstrated by his clients' revenue achievements. Some clients have achieved 60% to 300% year-over-year growth under his care and advice, according to those who nominated Selbst for the MSPmentor 250.

**MJ Shoer**

President, Jenaly Technology Group, Inc.  
Portsmouth, NH, USA

**Blog:** <http://mjsblog.jenaly.com>

**Twitter:** <http://www.twitter.com/mshoer>

**LinkedIn:** <http://www.linkedin.com/in/mshoer>

**Web:** <http://www.jenaly.com>

**Fast Facts:** MJ is a successful entrepreneur and early adopter of the managed services model and associated tools. His business has realized 20% year-over-year growth through 2009. He is a regularly interviewed by various industry news organizations, is very active in CompTIA, The ASCII Group and several industry peer groups like Taylor Business Group Business Improvement Groups. Also, MJ is a co-founder and co-leader of the first and largest ConnectWise User Group, the Nor'Easters.

**George Sierchio**

Consultant's Coach  
Action Business Partners, Inc.  
NJ, USA

**Blog:** <http://www.georgesierchio.com>

**Web:** <http://www.consultantscoach.com>

**Fast Facts:** George wrote "Build Your Own Business, Don't Be Your Own Boss." As one of his coaching clients put it, "His coaching is helping me establish my MSP business with actual profits. In the first few months, my business has grown over 80% and my profit has increased over 60%."

**Ben Silliman**

CEO, Altuscio Networks  
Woodstock, GA, USA

**Web:** <http://www.altuscio.com>

**Fast Facts:** Ben has dramatically grown his MSP company from only \$850,000 in fiscal '08 to a run rate of \$2.5 million as of today, with consistent net profit well over 35%. As one peer put it, "he should be recognized as a true force in the industry, though he is too reserved to admit it."

**Michael Simon**

President and CEO, LogMeIn  
Woburn, MA, USA

**Web:** <http://www.logmein.com>

**Fast Facts:** Michael leads one of the most successful publicly held remote management companies in the world.

**Erick Simpson**

VP & CIO, MSP University  
Garden Grove, CA, USA

**Web:** <http://www.mspu.us>

**Fast Facts:** Erick is one of the MSP industry's best-known educators and pundits, hosting managed services educational sessions worldwide.

**Lane Smith**

CEO & President, Do IT Smarter  
San Diego, CA, USA

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

**Fast Facts:** Lane has been highly influential in the Managed Services Industry and successfully grew Do IT Smarter into a nationally recognized MSPAlliance Accredited Master MSP. He continues to share his knowledge and expertise and continues coaching other MSPs in the industry to success.

**Dave Sobel**

CEO, Evolvetech  
Fairfax, VA, USA

**Blog:** <http://www.evolvetech.com/author/dave/>

**Twitter:** <http://www.twitter.com/djaveet>

**LinkedIn:** <http://www.linkedin.com/in/davesobel>

**Web:** <http://www.evoltech.com>

**Fast Facts:** Dave's business grew 25% in 2009. As well as being a leading figure in the SMB IT community, Dave helped launch the first HTG group outside of North America, HTG 11 in the UK, and now facilitates that group. Dave was a speaker at various events worldwide, including the 2010 Microsoft Worldwide Partner Conference and is considered an Industry expert in the field of SMB virtualization.

**Arlin Sorensen**

Founder and CEO, Heartland Technologies & HTG Peer Groups  
Harlan, IA, USA

**Blog:** <http://peerpower.blogspot.com/>

**Twitter:** <http://www.twitter.com/asorensen>

**Web:** <http://www.htgmembers.com/>

**Fast Facts:** Arlin founded Heartland Technologies in 1982 and has grown that business through acquisitions and an ongoing evolution to a managed service provider. The company now has six locations in five states and over 75 employees. Meanwhile, Arlin founded HTG Peer Groups in 2000 to become a vibrant community of IT solution providers, fostering business as well as personal growth. HTG now spans 240 member companies throughout the U.S., Australia, Canada and the United Kingdom.

**Jeff Spagnola**

VP of Sales, Managed/Cloud Services  
Cisco Systems Inc.  
San Jose, CA, USA

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

**Fast Facts:** With an assist from Jeff, Cisco has successfully positioned its telepresence, video and unified computing solutions for major service providers worldwide.

**Alex Stoev**

Chief Technology Officer, Nine Technology  
Middleboro, MA, USA

**Blog:** <http://ninetechology.com/blog>

**Web:** <http://ninetechology.com>

**Fast Facts:** Alex designed and built an online backup mechanism that offers faster upload speeds and an intuitive interface. His system has recorded restore speeds 10x that of some rival providers, and his "Powered by Nine" system is available exclusively to MSPs, the company claims.

**Edward Stringfellow**

CEO / President  
Stringfellow Technology Group, Inc.  
Nashville, TN, USA

**LinkedIn:** <http://www.linkedin.com/in/estringfellow>

**Web:** <http://www.stringfellow.com>

**Fast Facts:** Edward runs a successful pure-play MSP with revenue growth of over 30% yearly, 70% recurring revenue, and 60%+ gross margin. This year he spoke at several Level Platform road show events about how to run a profitable MSP.

**Johan Strömquist**

CEO, Further AB  
Sollentuna, Sweden

**Blog:** <http://www.msb.se>

**Web:** <http://www.further.se>

**Fast Facts:** Johan introduced Managed Services to small and medium business in the Scandinavian market and is working consciously to raise awareness of novel business models through the introduction of the Swedish Managed Service Business Forum.

**Dan Sturgill**

President, Live Virtual Help Desk  
Victoria, British Columbia, Canada

**Web:** <http://livevhd.com>

**Fast Facts:** Dan has built LiveVHD into a fast-growing provider of Help Desk and NOC (network operations center) services to VARs and MSPs. As one partner said, "Our firm has been able to save over \$3000 a month because of the services his company provides for us."

-T-T-T-

**Jeff Tam**

Director of Service Operations, Do IT Smarter  
San Diego, CA, USA

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

**Fast Facts:** Jeff joined Do IT Smarter as a junior-level technician and was the company's first help desk analyst. Over the past 6 years he has grown both technically and professionally and now holds the Director of Service position in charge of all NOC and Help Desk services. With his guidance Do IT Smarter continues to be one of the top Master MSPs in the country, his peers say.

**Todd Thibodeaux**

President, CompTIA  
Oakbrook Terrace, IL, USA

**Web:** <http://www.comptia.org>

**Fast Facts:** Todd has overseen a gutsy transformation at CompTIA, an industry association that has been pushing deeper into managed services, cloud computing and open source education for VARs and MSPs.

**Jason Tierney**

VP, Corporate Network Services, Inc.  
Poolesville, MD, USA

**Blog:** <http://www.cornetser.com/blog>

**Twitter:** <http://www.twitter.com/JT9175>

**LinkedIn:** <http://www.linkedin.com/in/jasontierney>

**Web:** <http://www.cornetser.com>

**Fast Facts:** Jason continues to lead the very profitable and regarded PROSuite program at CNS (listed on the MSPmentor 100). This year he has helped to launch a small business consulting blog as well as a new lead generating web site. Also, Jason has launched a managed database service where development customers can access help desk support and receive offsite backups for a nominal recurring fee.

**Vince Tinnirello**

CEO, Anchor Network Solutions  
Lone Tree, CO, USA

**Blog:** <http://anchorns.blogspot.com/>

**Twitter:** <http://www.twitter.com/vtinnirello>

**LinkedIn:** <http://www.linkedin.com/in/vincetinnirello>

**Web:** <http://www.anchornetworksolutions.com>

**Fast Facts:** Vince built an MSP practice from the ground up in the Denver Metro Area, starting with revenues of \$30,000 in 2002 and taking it to over \$1 million by 2009. Anchor's focus has been on providing "Marriott and Hyatt" like service to their clients while delivering big business technology on a small business budget, peers say.

**Paul Tomlinson**

Managing Director, Mirus IT Solutions  
Milton Keynes, Buckinghamshire, UK

**Web:** <http://www.mirus-it.com>

**Fast Facts:** Paul has built a managed services business in the United Kingdom. From its nominal start in 2002, the company's turn over is £5million+ in 2010.

**Ken Totura**

Chief Channel Officer  
Awareness Technologies, Inc.  
Marina Del Rey, CA, USA

**Web:** <http://www.awarenesstechnologies.com>

**Fast Facts:** Ken built MX Logic's PartnerFocus program, which recruited over 2000 partners and generated over 75% of MX Logic's revenue prior to McAfee acquiring MX Logic. In less than three months with Awareness Technologies, Ken Totura has established the role of Chief Channel Officer, launched a new partner program, and signed with a major distributor of cloud services.

**Richard Trivedi**

President, CadreNET, Inc.  
Staten Island, NY, USA

**Web:** <http://www.cadrenet.net>

**Fast Facts:** Richard started researching managed services two years ago. Today, Richard has successfully implemented MSP tools such as Kaseya and Tigerpaw Software with integration to accounting applications, while generating \$40,000 in monthly managed services revenues.

**Richard Tubb**

Director, Jamescash.co.uk  
Dudley, UK

**Twitter:** <http://www.twitter.com/tubblog>

**LinkedIn:** <http://www.linkedin.com/in/richardtubb>

**Web:** <http://www.jamescash.co.uk>

**Fast Facts:** In 2009, Richard's business, Netlink IT, entered into a merger with JamesCash.co.uk, creating a business that has grown by an additional 3 members of staff, and climbed to in excess of £500k turnover by the end of FY10. Richard helped to found HTG 11, the first HTG peer group outside of North America.

**Ronny Tunfjord**

IT Automation Expert, Upstream  
Stockholm, Sweden

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

**Fast Facts:** Ronny started his own MSP shop back in 2001 and evolved the business until he was drafted to Upstream as a senior pre-sale technology expert. Today, Ronny works both as technical expert, educator and community builder for MSPs in Scandinavia.

**-V-V-V-V-****Joseph Vaccone**

President, Excel Micro, Inc.  
Folsom, PA, USA

**Web:** <http://www.excelmicro.com>

**Fast Facts:** Joe and Excel Micro have become the Premier SaaS Distributor handling over 3,000 resellers worldwide. Excel Micro is the largest Google/Postini Distributor and total user count has grown from 300,000 to 700,000 within the past 2 years.

**Jim Van**

Partner, Logicomm  
Providence, RI, USA

**Blog:** <http://www.blogicomm.com>

**Twitter:** <http://www.twitter.com/Logicomminc>

**Web:** <http://www.Logicomm-inc.com>

**Fast Facts:** Jim has been at the front of the pack in innovating support for mobile users. He is an MSPAlliance board member, and as one employee put it, "he's also a great boss."

**Phil Van Etten**

CEO, Azaleos Corp.  
Seattle, WA, USA

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

**Fast Facts:** Since taking over as CEO in 2006, Phil has established Azaleos as the leading provider of private cloud and on-premise managed services for Microsoft Exchange, SharePoint, Active Directory, Office Communications Server, and Blackberry Enterprise Server. He has grown the Azaleos customer base by 50% and sales by 135% over the past year, and broadened the company's focus from its mid-market base into the enterprise segment with new customers including CDC, Mitsui and Nintendo. Phil has negotiated OEM partnerships with IBM and Verizon Business, which now resell Azaleos services, and established the company as an official reseller of EMC and NetApp storage devices. He has expanded Azaleos' footprint internationally with an office in the UK and a customer base that spans five continents.

**Raju Vegasna**

Chief Evangelist, Zoho  
Pleasanton, CA, USA

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

**Fast Facts:** When it comes to competing against Google Apps and Microsoft's SaaS strategy, nobody plays the game better than Raju. His late-night memos to journalists and bloggers keep Zoho in the headlines, and have helped the company to promote its SaaS strategy very effectively vs. larger giants.

**Sekar Vembu**

CEO, Vembu Technologies Inc.  
Velachery, Chennai, India

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

**Fast Facts:** Sekar is a serial entrepreneur, launching multiple software companies over the past 14 years. His latest business, Vembu, is a fast-growing backup software provider that works closely with MSPs worldwide.

**Bob Vogel**

CMO, Autotask Corp.  
East Greenbush, NY, USA

**Twitter:** <http://www.twitter.com/autotask>

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

**Fast Facts:** Bob, as one peer put it, "is an ace at the art of direct marketing; he has built one of the industry's most successful demand generation systems for Autotask, which has served to double the company's growth run rate over the last couple of years."

**-W-W-W-W-****Ted Warner**

President, Connecting Point  
Greeley, CO, USA

**Web:** <http://www.cpgreeley.com>

**Fast Facts:** Ted has built a rich MSP practice from scratch. Currently, Connecting Point supports over 100 companies and generates \$1.8 million in managed service revenue annually.

**Randy Wear**

President, Decision Systems Plus Inc  
Des Plaines, IL, USA

**Web:** <http://www.dspl.com>

**Fast Facts:** Randy wrote the book "Stress Free Technology Support," one of the most widely read publications for aspiring service providers and solutions providers.

**Alex Webb**

CEO, SSI Solutions  
Edmonton, AB, Canada

**Blog:** <http://http://ssi-solutions.blogspot.com/>

**Twitter:** [http://www.twitter.com/SSI\\_Solutions](http://www.twitter.com/SSI_Solutions)

**LinkedIn:** <http://ca.linkedin.com/pub/alex-webb/9/46a/3>

**Web:** <http://www.ssi-solutions.com>

**Fast Facts:** Since the initial launch of SSI's Hardware as a Service (HaaS) program in 2001, SSI Solutions has experienced an average growth rate of 24% per year. The HaaS program continues to grow and has a client retention rate of 95%. SSI has completed two successful acquisitions in Calgary, Alberta in the past four years and plans to expand to four locations in the next year.

**Dan Wensley**

Vice President Partner Development  
LPI Level Platforms, Inc.  
Ottawa, Ontario, Canada

**Twitter:** <http://www.twitter.com/levelplatforms>

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

**Fast Facts:** Dan has been pivotal for the level of awareness and interest created in the Channel for managed services. Dan's strategic guidance has helped establish Level Platforms as an industry leader; ranking by Deloitte Fast 50 as the 3rd fastest growing technology company in Canada in both 2008 and 2009 and continuous ranking as a VARBusiness 5 Star Partner Program winner.

**Jamison West**

CEO, JWCS  
Seattle, WA, USA

**Web:** <http://www.jwcs.com>

**Fast Facts:** Jamison has built an organization in the Seattle area that has grown exponentially over the last few years. He is a leader on developing metrics to measure the effectiveness of product delivery, and has developed a unique and effective method of compensation for his technicians.

**Craig West**

VP of Channels, NetSuite  
San Mateo, CA, USA

**Web:** <http://www.netsite.com>

**Fast Facts:** During the NetSuite partner conference, Craig declared 2010 to be the year of the channel in the cloud, urging NetSuite SaaS partners to migrate Microsoft Dynamics CRM and Great Plains users to NetSuite. In mid-2010, NetSuite delivered record company revenues – increasingly driven by SaaS partners.

**John Whittaker**

President, AlertSource, Inc.  
Mission Viejo, CA, USA

**Blog:** <http://blog.alertsource.com>

**Twitter:** <http://www.twitter.com/alertsource>

**LinkedIn:** <http://www.linkedin.com/in/johnwhittaker>

**Web:** <http://www.alertsource.com>

**Fast Facts:** John is a domain expert in developing world-class managed services businesses. He founded one of the earliest MSSP's ZONEOFTRUST in 1997, merged it with Guardent, and the combined entity was acquired by Verisign. Additionally, he has worked with past top MSPs including KnowledgeCentrix, Inc. in both consultative and executive roles.

**Dan Wilson**

President/CEO  
Waypoint Solutions Group  
Charlotte, NC, USA

**Twitter:** <http://www.twitter.com/waypointsg>

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

**Fast Facts:** Dan has built his MSP from four to 138 clients in three years with growth rates exceeding 35% each year. He also serves on the MSPAlliance board of directors and has been recognized as a Top 50 Entrepreneur in North Carolina.

**Phil Worms**

Director of Marketing, iomart Hosting Ltd  
Glasgow, Strathclyde, UK

**Blog:** <http://philworms.sys-con.com/>

**Twitter:** <http://www.twitter.com/iomarthosting>

**Web:** <http://www.iomarthosting.com>

**Fast Facts:** Phil has successfully created a major UK managed and cloud hosting brand within 18 months. His blog was nominated UK Technology blog of the year in 2009.

-Y-Y-Y-Y-

**Pavan Kumar Yogender**

Lead Infra Services, Smart IMS Inc.  
Plainsboro, NJ, USA

**Web:** <http://www.smartims.com>

**Fast Facts:** Paven Kumar positioned his company to be recognized as one of North America's fastest-growing organizations, according to Inc. magazine.



## Conclusions

Nine Lives Media Inc. continues to develop additional research projects. Our channel-centric research features traditional editorial and custom editorial components. To participate in the research or sponsor a research program, please contact:

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CEO  
Nine Lives Media Inc.  
978-468-0092  
amy [at] ninelivesmediainc.com