



## **ServicePilot Technologies Announces Successful Completion of MSPAlliance Vendor Accreditation Program**

*ServicePilot Technologies joins vendor-neutral program for benchmarking service-enabling technology vendors worldwide*

**Houston, Texas (USA) and Paris (France), September 7<sup>th</sup>, 2009** - ServicePilot Technologies today announced that it has received accreditation under the MSPAlliance's (MSPA) Vendor Accreditation Program (VAP). VAP is the first program of its kind, specifically designed by managed service providers (MSPs) as a benchmark for vendors who sell to the MSP community. Vendors who bear the VAP seal have shown they abide by the highest principles of quality in areas such as financial stability, positive channel practices, product research and development, and MSP customer satisfaction.

*"The Vendor Accreditation Program is important to MSPs, since companies that receive accreditation have demonstrated their ongoing commitment to the channel,"* said Charles Weaver, President of the MSPAlliance. *"We are very proud to have ServicePilot Technologies as a part of this prestigious body of vendors."*

VAP was created using a wide base of criteria considered as critical by MSPs when selecting a vendor. Criteria examined during the accreditation process include:

- **Business practices:** Focusing on channel development, channel competition safeguards, experience in the managed services industry, etc.
- **Product Roadmap:** Examining the vendor's willingness to invest in their products in order to ensure continued relevance for the MSPs on a continued basis.
- **Financial:** Examination of financial stability to ensure adequate support of channel initiatives and product development.
- **Client References:** Vendor must provide at least three MSP specific client references.

*"We are honored to achieve Accredited Vendor status with the MSPAlliance, as it is widely recognized as the most influential body in the MSP industry,"* stated Bertrand Mahé, President and CTO of ServicePilot Technologies. *"This recognition is another way to illustrate our commitment to MSPs. We look forward to working with MSPA membership of more than 7,000 MSPs".*

### **About ServicePilot Technologies**

ServicePilot Technologies is a premier provider of business-focused service management solutions that can be easily installed, deployed and operated.

Service providers and Global 2000 companies are turning to ServicePilot Technologies to manage their network and system infrastructures and business-critical.

With its proven and robust software suite, the company serves customers across the spectrum of vertical markets including manufacturing, healthcare, financial services, education and government.

ServicePilot Technologies partners with software and hardware leading companies (Alcatel-Lucent, Aastra, Cisco, Microsoft, etc.) and distributes its solution through direct sales, as well as best-in-class integrators (Axians, Devoteam, NextiraOne, Orange, Telindus, etc.) to provide its customers with local services (consulting, delivery, integration and technical support).

For more information about ServicePilot Technologies please visit [www.servicepilot.com](http://www.servicepilot.com)

### **ServicePilot Technologies Contact:**

Marie-France Ligeret, VP Marketing

+33 (0)2 40 60 13 30

[mfligeret@servicepilot.com](mailto:mfligeret@servicepilot.com)

**About MSPAlliance**

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

For more information about the MSPAlliance please visit [www.mspalliance.com](http://www.mspalliance.com)

**For information on MSPAlliance:**

Celia Weaver

Co-Founder, MSPAlliance

1-530-891-1340

[Celia@mspalliance.com](mailto:Celia@mspalliance.com)