

## MSN Communications Offering New Service - msnCARE

**ENGLEWOOD, CO – September 20, 2011** – MSN Communications announced today that MSN, a Cisco Certified Gold Reseller headquartered in Englewood, CO, is offering a new service called msnCARE that extends Cisco's typical SMARTnet offering. msnCARE combines MSN's knowledge of our customers business with our top-notch engineering expertise and ITIL best practices into a single comprehensive offering. According to Dusten Tornow, MSN's Managed Services Practice Lead, "msnCARE is a unique Service that leverages MSN's deep knowledge of Cisco technology, as well as Cisco-backed tools to deliver a service that provides increased visibility into the network infrastructure."

If an issue should arise, the customer contacts MSN, who immediately begins triage and can also escalate to Cisco to resolve the issue, taking that initial burden from the customer. Mr. Tornow continues with, "By adding msnCARE to MSN's existing Managed Services portfolio, we are continuing to assess and address our customer's desire for additional partner-provided services."

With msnCARE, MSN offers technical support for all supported Cisco hardware and software in the network with a single maintenance contract, further simplifying hardware maintenance and lifecycle for the customer. It also includes next business day hardware replacement and access to a wealth of knowledge via Cisco's online tools. As a result, the customer can take a comprehensive approach to the care and continuous improvement of their network for a single price, with a single point of contact.

msnCARE provides monitoring, issue resolution, and configuration backup of network devices. Also included are periodic assessments to help our customers optimize business profitability by ensuring their technology investment is fully utilized for their business needs. Continues Mr. Tornow, "We understand that Cisco technology is extremely powerful and complex, and our goal is to deliver genuine business value and comprehensive technical support, accelerating the time to resolution for our customers. MSN's Managed Service offerings address the complexity of the systems we support and take the burden off of our customer's internal IT staff, freeing them to focus on moving their business forward."

When combined with additional managed services, or as a stand-alone offering, the msnCARE services can offer a substantial cost savings over traditional Cisco SMARTnet.

With increased network visibility, msnCARE can help customers more efficiently manage and grow their network, while improving uptime and performance through ongoing monitoring and periodic assessments. Ultimately, msnCARE offers customers the level of expertise they've come to expect from MSN as their trusted partner who truly strives to understand their unique requirements and works with them to produce real, tangible business solutions.

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MSN Communications, Inc. is a privately held company with headquarters in Centennial, CO and sales offices in Phoenix and Los Angeles. As a leading provider of technology services, MSN Communications uses a comprehensive consultative approach to address our customer's business requirements, and as a trusted partner, leverages our intellectual capital and commitment to deliver technical solutions that address real business challenges.

Our services empower customers to communicate more effectively using collaborative voice, video and web technologies. Our data center solutions provide the security, virtualization, scalability and back up today's IT infrastructure and applications require, while our borderless networks experts ensure our customers have the comprehensive network architecture that today's fast-paced businesses need. Our commitment to excellence requires engineering expertise that encompasses today's IT market leaders, including Cisco, EMC and VMware. But above all, it is enabling our customers' success that makes MSN Communications a trusted technology solution provider. For more information, visit <http://www.msncomm.com>.