

Zenith RMM Rebrands as “Continuum”

Signifying a continuous drive for superior products and services

WARRENDALE, PA – December 12, 2011 – Zenith RMM, a leading provider of remote monitoring and management (RMM) solutions, announces that the company is rebranding itself under the name “Continuum”, reflecting its expanded vision, broader agenda and bolder promise to current and prospective partners. As the first of many enhancements planned for its products and services, the company today also introduces Continuum Vault, a breakthrough backup and disaster recovery (BDR) offering that offers end-to-end business continuity for one low monthly rate.

The combination of Continuum Vault and the company’s leading RMM solution enables MSPs to offer device monitoring, management and protection from a single, integrated Software-as-a-Service (SaaS) platform that is tightly integrated with an industry-leading network operation center (NOC). This unified solution enables Continuum partners to easily monitor, manage, back-up and restore any Windows server, desktop or laptop from a single Web interface. In 2012, Continuum will add support for Linux Servers, Macs, and mobile devices. The company also plans to expand the hours of operation of its U.S.-based help desk to 24/7 starting in January 2012.

“The name Continuum embodies what this exciting new management team is delivering to this industry: an impressive willingness to listen to our needs and take quick, decisive action”, said Tim Ancona, President of Ticomix, Inc. “The development of a unified MSP platform marks a turning point in managed services. The unlimited cloud storage and unique capabilities with LogMeln, all for a fixed monthly fee, breaks through the unpredictable price barrier that has eroded profitability when working with other vendors. This will completely transform the entire industry as it is completely aligned with the MSP fixed monthly recurring revenue model. We have already placed a significant order and anticipate this backup offering accelerating our business growth.”

“Our objective is to provide ubiquitous, unified management and fantastic services that will help our MSP partners maximize profits,” said Michael George, CEO of Continuum. “Our end-to-end solution for device monitoring, management and protection, combined with a massively simplified pricing model truly revolutionizes the managed services industry and clearly demonstrates that meeting and exceeding the expectations of our partners is our top priority.”

Expanded Product Roadmap

Continuum will go forward with a number of new product initiatives for 2012 in addition to the Continuum Vault solution including:

- Extended endpoint coverage for Mac OS, Linux, smartphones and tablets
- More comprehensive virtualization support
- Significant user experience improvements to the Continuum portal
- Third-party patch management
- Additional remote control improvements including ignition-style access from iOS mobile devices
- Improved voice clarity from the Mumbai, India, NOC due to upgraded telecommunications equipment between India and the United States
- Improved communications with NOC technicians resulting from specialized speech and language training
- The launch of a hybrid service model combining the intelligent problem-resolution benefits of the Continuum NOC with the communications skills of its US-based help desk

The company plans to share further details about these important product initiatives in an upcoming multi-city tour planned for Q1 2012.

For a video presentation outlining Continuum’s transition, commitment and future roadmap, visit http://www.continuum.net/transformational_news.

About Continuum

Continuum provides a leading SaaS-based managed services platform that Managed Services Providers (MSPs) use to efficiently backup, monitor, troubleshoot, and maintain desktops, servers and other endpoints for small and medium-sized businesses. The comprehensive platform provides an intelligent Remote Monitoring and Management (RMM) solution and an advanced backup and disaster recovery (BDR) offering – all integrated with an industry-leading

Network Operations Center (NOC), delivering a single, unified managed services experience. The company currently employs more than 600 employees worldwide, supports over 3,300 MSPs, and monitors nearly 500,000 endpoints. For more information, please visit www.continuum.net.

For more information, contact:

Lynette Bohanan, CommCentric Solutions Inc.
813-727-0196 / lbohanan@commcentricsolutions.com