

MSP UNIVERSITY CLIENTS BENEFIT FROM SERVICE LEADERSHIP PARTNERSHIP

June 30, 2009, Garden Grove, CA— Leading educator and consultant to the Managed Services industry, MSP University of Garden Grove, California today announced a multifaceted partnership with Service Leadership, Inc. of Plano, Texas to bring the benefits of the Service Leadership Index™ series of exclusive financial and operational benchmarks to MSP University's clients. MSP University (MSPU) is incorporating a range of Service Leadership Index™ offerings into the breadth of its programs, further enhancing the speed and depth of their clients' ability to evolve their Managed Services model to drive best in class results.

Key benefits of the Service Leadership MSPU partnership include:

- MSPU will incorporate the latest version of Service Leadership's Fundamental Diagnostic Report© into its Premium and Corporate Memberships, where it will enable MSPU's team to quickly and easily gauge the member's operational and financial results and monitor their performance over time.
- All attendees to the MSPU Bootcamp events will receive an individual Service Leadership Fundamental Diagnostic Report© to help them prepare for that high-impact 3-day workshop and enhance MSPU's selection and delivery of educational content.
- Any Managed Services company visiting MSPU's website will be able to purchase the Service Leadership Fundamental Diagnostic Report© as well as other Service Leadership Index™ offerings such as the Annual Solution Provider Compensation Survey©, the Annual Solution Provider Lead Sources Report© and a variety of Service Leadership interactive tools.

"Few consultants to the industry can bring the foundation of experience and the understanding of how to drive good operational management that MSP University brings to its clients," said Paul Dippell, CEO of Service Leadership. "We know that's what it takes to help MSPs be successful, and MSPU wants their customers to be able to measure their progress towards success. Neither we nor – in my opinion – MSPU's clients could ask for a better business partner."

"MSP University is known for enabling MSPs to successfully get to the next level, with straight-forward and practical techniques proven to work," said MSPU CEO Gary Beechum. "To enhance that, we've been searching for a financial and operational diagnostic and monitoring service that matched our proven pragmatic approach. We were pleased to find long-time industry expert, Service Leadership, has the best benchmarking tools and deepest database out there." Erick Simpson, co-founder of MSP University said, "We want to make sure our clients are seeing gross margin and bottom line improvements, that they know where to focus to get them, and we can guide them with pinpoint accuracy on how to improve. The Service Leadership Index™ resources make that possible. Our customers are excited."

The Service Leadership Index™ services and resources are available to MSP University customers immediately through www.mspu.us.

Service Leadership

Service Leadership is dedicated to providing total profit solutions for IT Solution Provider companies. The Company publishes and sells the only vendor-neutral industry business

benchmarking reports available to Solution Providers: the Service Leadership Index™ Reports on Profitability, Compensation, Managed Services and Economic Indicators. The Company also provides mergers and acquisitions advisory services, management consulting and peer groups, as well as executive and industry education services. Visit www.service-leadership.com.

MSP University

MSP University is a subsidiary of Intelligent Enterprise, a Gold Certified Microsoft Partner, and operators of a successful IT Services Practice since 1997, that successfully transitioned to a completely Managed Services delivery model in 2005. As one of the first "pure-play" MSP's in the SMB space, Intelligent Enterprise developed an "All You Can Eat" Managed Services approach focused on bundling three core deliverables – Remote Help Desk, Proactive Network Monitoring, and they pioneered Vendor Management. MSP University provides education, training, fulfillment and consulting services to Membership Organizations, Vendor Channels, Franchises and independent IT Service Organizations worldwide. Visit www.mspu.us.