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ON THE WEB

## **Zerowait Becomes a Network Appliance Registered Service Provider**

By Business Wire, December 7, 2000

*Newark, DE and Los Angeles, CA—December 7, 2000—*In late November 2000, Zerowait and Network Appliance signed an agreement to add Zerowait to the Network Appliance Registered Service Provider (RSP) program.

The Network Appliance RSP program enables select resellers to provide “front line” technical support services to end users of Network Appliance products, providing customers with immediate, local access to expert assistance from system integration experts, such as Zerowait.

Rigorous training and certification ensures that those in the Network Appliance RSP program have the technical skills necessary to support end users of NetApp® filers and cache servers. Plus, the value add to customers is that the system integrators’ broader view of their network extends beyond a single piece or type of equipment.

This can be especially important with a complex content delivery network, such as that found in most companies involved in e-commerce, where technicians’ expertise must extend beyond data storage to traffic management issues such as load balancing and SSL acceleration.

Chris Dunlap, Manager of Strategic Partner Programs at Network Appliance, said, “Zerowait has built a great reputation in the high availability networking business, particularly in traffic management. Their customers include NetZero, Dupont, CSC and many of the heaviest trafficked sites on the Internet.

“Partners with this depth of knowledge and experience are the reason we developed this program and we’re very pleased to have Zerowait on our team. The addition of Zerowait to our RSP program substantiates Network Appliance’s commitment to provide customers with superior technical expertise.”

Mike Linett, Zerowait President, echoed Dunlap’s thoughts: “NetApp® has been an integral part of our company’s growth strategy. Network Appliance filers are at the core. Our customers expect high availability and that’s what they get with NetApp® products. And now our RSP certification signals to our customers that Zerowait will continue to provide the best service and expertise for these products.”

### About Zerowait

Incorporated in 1990, Zerowait is a nationally known leader in high-availability networking and specializes in the Internet core technologies of data storage, content delivery, security, and load balancing. Corporate Headquarters is in Newark, Delaware. On the Web, Zerowait can be found at [www.zerowait.com](http://www.zerowait.com)

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