

## **FOR IMMEDIATE RELEASE**

### **INFOWORLD 100 AWARD RECOGNIZES ZENPRISE CUSTOMER VARIAN MEDICAL SYSTEMS FOR OUTSTANDING IT INNOVATION**

*Varian's Deployment of Zenprise MobileManager Helps Service Technicians Proactively Manage Smartphones and Gain Real-Time Status of System Events Anywhere, Anytime*

**FREMONT, CA – Dec. 9, 2009** – Zenprise, Inc., a provider of mobile management software, today announced its customer, Varian Medical Systems Inc., received IDG's InfoWorld 100 Award based on its deployment of the Zenprise MobileManager platform. The InfoWorld 100 Awards recognizes the top 100 most innovative uses of IT initiatives to further business goals.

Companies around the world rely on technology to enable and enhance their business operations and deliver on their business strategies. "This year's recipients of InfoWorld's highest honor are shining examples of IT projects undertaken by tech leaders committed to pushing their organizations forward," said Jason Snyder, features editor of InfoWorld.

Varian provides lifesaving radiation machines for cancer treatment. The radiation therapy process has multiple moving parts that require a fail-safe strategy with a critical response time. Varian deployed the Zenprise MobileManager platform to enable proactive, real-time monitoring and management of its BlackBerry® smartphone deployment, enabling Varian to increase field responsiveness and productivity across their global service organization.

Prior to automating the [management of mobile devices](#), Varian spent hours, even days troubleshooting mobile device issues. The company was often unable to determine the immediate cause of a BlackBerry issue. Technicians had to physically mail their mobile devices to Varian's corporate headquarters, which led to expensive shipping fees, lost productivity and an extended time to repair.

Zenprise MobileManager enables Varian to proactively identify and fix mobile device problems before they occur, significantly improving the efficiency and responsiveness of Varian's operations. As a result, Varian technicians can receive uninterrupted access to a medical device trouble ticket, whether they are in the office or in the field. Medical device problems that used to take up to two days to solve can now be addressed in five to 10 minutes – leading to the highest quality in patient care. With Zenprise, Varian now has the ability to support more than 1,600 global BlackBerry users across 68 countries.

"Varian is setting the standard for customer care in the medical device industry. By replacing laptops with BlackBerry devices and taking a proactive approach to mobile management, Varian's technicians can quickly diagnose and repair medical device issues, ensuring its customers consistently deliver the highest quality patient care," said Ahmed Dato, vice president of marketing at Zenprise. "Zenprise MobileManager has helped Varian to minimize support calls by 70 percent, thereby saving the company hundreds of thousands of dollars a year. We congratulate them on receiving this impressive award."

### **About Zenprise**

Zenprise's award winning software automates all aspects of mobile management, from monitoring to troubleshooting, from expense management to device management, from security to compliance. Using Zenprise, customers can reduce their mobile TCO costs by over 25 percent, increase customer service levels by over 75 percent and ensure corporate compliance rates of 100 percent. Supported smartphone platforms include BlackBerry®, iPhone, Palm and Windows Mobile devices. Founded in 2003, Zenprise is headquartered in Fremont, California and is privately held with funding from investors Bay Partners, Ignition Partners, Mayfield Fund, and Shasta Ventures. Zenprise's executive and product teams bring enterprise software experience from companies such as Mercury, EDS, Zambeel, Bay Networks, and Loudcloud. For more information, go to [www.zenprise.com](http://www.zenprise.com).

### **About InfoWorld Media Group**

InfoWorld Media Group helps IT Decision Makers choose the right technology, within the context of a cohesive strategy for business impact at their organizations. InfoWorld identifies and promotes emerging technology segments that add unique value for the organizations that implement them, as well as the vendors that provide those solutions. Using an integrated communications approach including online, events, research, and a continued investment in an independent Test Center, InfoWorld analysts and editors provide hands-on analysis and evaluation, as well as expert commentary on issues surrounding emerging technologies and products. Visit InfoWorld at <http://www.infoworld.com>.

### **About International Data Group**

International Data Group (IDG) is the world's leading technology media, events, and research company. IDG's online network includes more than 450 web sites spanning business technology, consumer technology, digital entertainment and video games worldwide. IDG also publishes more than 300 magazines and newspapers in 85 countries. IDG's media brands include CIO, CSO, Computerworld, GamePro, InfoWorld, Macworld, Network World, and PC World. IDG's lead-generation service, IDG Connect, matches technology companies with an audience of engaged, high-quality IT professionals, influencers, and decision makers. IDG is a leading producer of more than 750 technology-related events including Macworld Conference & Expo, LinuxWorld Conference & Expo, Entertainment for All Expo (E for All), DEMO, Storage Networking World, and IDC Directions. IDC, a subsidiary of IDG, is the premier global provider of market intelligence, advisory services, and events. Over 900 IDC analysts in more than 90 countries provide global, regional, and local expertise on technology and industry opportunities and trends.

Additional information about IDG, a privately held company, is available at <http://www.idg.com>.

Contact: Hally Wax, Barokas Public Relations, 206.264.8220, [zenprise@barokas.com](mailto:zenprise@barokas.com)