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FOR IMMEDIATE RELEASE:

The New Age of Digital Robotics

Jacksonville, Fla. - Enterprise Integration (EI), the leading Jacksonville-based Managed Services information technology solution provider, recently announced that their Digital Robotics Engine™, or DRE™, is now consistently resolving over 65% of their service desk alerts with no human intervention.

This latest technology breakthrough is among hundreds of automation capabilities Enterprise Integration has developed in an effort to revolutionize the IT industry with digital robotics. EI's Digital Robotics Engine™ virtually takes the place of a systems engineer. DRE™ is an intelligent robotics system that operates 24x7 and ensures the availability of clients' applications and infrastructure investments around the clock. It does this by consolidating and correlating data from all monitoring systems to intelligently solve problems either through automation or engaging a subject matter expert. The DRE™ processes millions of transactions instantly and avoids the challenges that typically overwhelm IT organizations with the Big Data monitoring generates. The DRE™ also systematically solves the problem or provides a simplified view of the event and has the capability to handle the majority of system related tasks, allowing Enterprise Integration's employees to focus on innovation.

Enterprise Integration's CTO and driver behind the tool, Tracey Brown, stated, "Enterprise Integration provides a next generation service desk and monitoring solution to our clients through innovative internally developed toolsets such as the Digital Robotics Engine™. Combined with our system monitoring tools and the service desk, we guarantee your full business value is returned."

Michael Locher, the visionary CEO of EI who founded the enterprise more than 18 years ago said, "We have invested many millions of dollars into our tool suite because we fundamentally believe there is a shift happening in the IT services industry – a shift where automation and transparency are no longer nice-to-have's but foundations for excellent service and long-term customer relationships."

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Enterprise Integration (EI) is a managed service provider headquartered in Jacksonville, FL, delivering the promise of IT worldwide. EI offers proactive IT monitoring and management, managed outsourcing, security solutions and ITIL consulting. By focusing on innovative technologies that prevent IT problems, EI allows companies to focus on their core business goals. EI employs the industry's most experienced people who are further empowered by best practice methodologies and best of breed tools. To learn more, visit www.entint.com.