

LEVEL PLATFORMS

[Press Release](#)

Level Platforms Managed Workplace Adds NOC and Help Desk Services

Ottawa, ON, Canada – January 23, 2012: Level Platforms, a global leader in remote monitoring and management software for managed service providers, will launch its Network Operations Center (NOC) and Help Desk (HD) services with the release of Managed Workplace® 2012 at its February [Road Show](#) event. The fully integrated Managed Workplace NOC and HD services augment and seamlessly enhance MSPs' remote monitoring, remediation and support offerings with a flexible, affordable, high quality, white label service.

The widespread success of Managed Workplace as an advanced remote monitoring and management (RMM) software platform and Level Platforms' outstanding reputation for quality customer service combine to form the essential foundation for the introduction of NOC and HD services. With this announcement Level Platforms' well-known tag line "See All. Manage All.", referring to Level Platforms' unique ability to discover, monitor and manage all end user technologies, now becomes "See All. Manage All. Service All."

"It was a natural move forward to extend Managed Workplace to include NOC and HD services," said Peter Sandiford, President and CEO, Level Platforms. "With the addition of these integrated services, Level Platforms Partners will continue to extend their competitive advantage in delivering an outstanding IT experience to their customers while increasing business scalability and lowering operational costs."

Over the years Level Platforms has met with thousands of MSPs using or considering various NOC offerings and worked closely with a number of third party NOC providers to help them support our Partners' needs. It became clear that the winning NOC service needed to be tightly integrated with a very advanced monitoring and automation technology to deliver its promise. Managed Workplace represents the only complete solution in the market, combining proven leading technology with extensive service innovations that directly address the frustrations of current NOC services users.

"Level Platforms new NOC service fills the missing gaps that MSPs have long been looking for," said Andy Harper, CEO, Gaeltex, LLC. "I have used other NOC and HD providers and have been working with the Level Platforms team as they developed their services offering. Robert Berndt, VP of Services at Level Platforms and his team, have spent the necessary time to understand the needs and opportunities for service providers leveraging Managed Workplace RMM."

"Level Platforms RMM/NOC/HD trifecta is a core component of our growth and value generation strategy," said Osama Faris, President and CEO, FAR Support. "It's been a long time since I've been this excited about a service offering."

To learn more about Managed Workplace NOC and HD services please register for the Road Show Event nearest you or contact us at info@levelplatforms.com.

About Level Platforms

Level Platforms provides Managed Workplace®, the remote monitoring and management software and services platform used by thousands of IT service providers around the world to deliver comprehensive IT support to small and mid-sized businesses. Level Platforms' hybrid agentless technology, extensive management and automation features, deep integration into the IT ecosystem and fully integrated white label support services, allow IT services providers to remotely support all of the information technology products and services their end customers' rely on from a single web-based dashboard. "See All. Manage All. Service all." For more information, visit www.levelplatforms.com

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Press Contact

Alex Anderson

Marketing Communications

Tel: 613-232-1000, Ext. 223

Email: aanderson@levelplatforms.com

Web: www.levelplatforms.com