

# LEVEL PLATFORMS

## PRESS RELEASE

### Level Platforms Launches MSP Program in India

*World-leading remote monitoring and management (RMM) software now available to solution providers in India, including On Premise and Hosted/SaaS options.*

**Mumbai, India, November 18, 2009** – LPI Level Platforms Inc., the global leader in remote monitoring and management software to support managed services, today announced the full availability of its award winning managed services platform to solution providers based in India.

Solution providers based in India will now benefit from enhanced pricing, training, technical and in-country business support through its advanced MSP program, available as both an On Premise and Software-as-a-Service (SaaS) option. The thousands of solution providers, VARs and IT consultants that service the IT infrastructure of small and mid sized businesses (SMBs) in India will now have the benefit of Level Platforms award winning agentless software, training and local sales, partner development and support to accelerate their profitable transition to managed services.

Level Platforms program enhancements for the region include deployment of the technology as a SaaS model with local technical support, region-specific pricing in Rupees and the introduction of local Partner Development Managers based in India, delivering content specific to the region.

“Based on early successes in our trial phase we learned that solutions providers in India and their end customers have their own unique requirements,” said Greg Henderson, Director International Operations with Level Platforms. “Offering both On Premise and SaaS options, combined with sales and support specific to India delivered by local resources, is the key to success in a market as large and unique as India”

Managed Workplace 2009 provides powerful features that help automate and streamline how a solution provider cares for a remote network, including:

- The industry’s widest range of technology support with best-practices monitoring and management for over 90 vendor technologies, including industry leading support for the full range of Microsoft, Cisco and Intel technologies.
- Agent-less architecture, with a single installation per customer site including both software and appliance deployments.
- Support for the entire customer’s network, including monitoring of virtual environments and cloud-based applications.

- Extensive API support, with strong two-way integration into regional leaders in the PSA space.
- On Premise or Hosted models, to optimize cost of start-up, ease of deployment and control.

Managed services has been sweeping the global solution provider community. AMI published a recent report confirming 28% compound growth rate in North America. In a report earlier this year, TechIsle had forecasted that the fastest global adoption rate is to be in Asian markets focusing on India. By adopting remote monitoring and management technology, solution providers can achieve significantly reduced service costs, improve customer response, increase product sales and high margin, long term recurring revenues. Level Platforms has led that transition, growing from its first sale in 2004 to become the global leader with well over 3000 solution provider Partners in 30 countries today. Level Platforms has been ranked by Deloitte and Touche as the third fastest growth technology company in Canada.

“Many IT vendors simply attempt to sell directly into the region without consideration of the unique requirements that deliver success.” states Prakash Chaudhari, Level Platforms’ new Director for the region, based in Mumbai. “This may result in limited short term sales, but the true path to success is delivering solutions in an easy to consume, easy to purchase manner, supported by local resources that know the market and these local solution providers, which is what Level Platforms has now delivered. I look forward to representing Level Platforms and making partners in India truly successful.”

### **About Level Platforms**

With 3,000 Partners in 30 countries, Level Platforms is the leading provider of managed services software for IT solution providers servicing small and midsized end customers through its award-winning agentless remote monitoring and management software, Managed Workplace.

<http://www.levelplatforms.com/>

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