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Red Level Networks Offers Clients “RapidAssist™”
Tool will allow remote diagnosis and repair of technical problems with increased speed and accuracy

Livonia, Mich. – Feb. 14, 2005 – Red Level Networks announced they will expand support of their clients through the RapidAssist tool from nTeras Corporation, based in American Fork, Utah. RapidAssist will significantly reduce response time by allowing technicians to remotely access the network to define problems and introduce solutions and interventions.

“RapidAssist enables us to reduce our response time to minutes instead of hours, which is vital to keeping our clients’ systems running and allowing them to be productive,” said David King, president and founder of Red Level Networks. “This is a tremendous opportunity for us to increase our service level, and to decrease time lost to technical problems for our clients.”

RapidAssist allows Red Level to remotely access the client’s IT infrastructure. Any client with a corporate maintenance agreement and client with internet access can use this tool. RapidAssist instantly creates an online collaborative conference where the support operator is able to remotely view, highlight, and even control the end user’s computer. For security reasons, all of the remote access is strictly permission based, so that the client must grant access in order for Red Level to first view their screen. This feature ensures adherence to HIPPA requirements of security and confidentiality for external access to corporate data.

“My employees are amazed at how convenient and valuable the RapidAssist program is,” said Lee Wood, General Manager of C&M Manufacturing Corp. “It not only saves time, but we’re now able see the critical intervention processes utilized to correct the problem for future troubleshooting.”

About Red Level Networks

Red Level Networks provides information technology services and support to small and medium businesses. They collaborate with growing companies that understand, invest in, and value technology. Red Level is a Certified Microsoft Partner in Networking Infrastructure Solutions, a member of the HP Developer and Solution Partner Program, a Cisco Authorized Reseller, and a member of Automation Alley. For more information, please visit: www.redlevelnetworks.com.

About nTeras Corporation

nTeras Corporation creates innovative software solutions that helps organizations improve the quality of service they provide to their customers. RapidAssist, nTeras' flagship product, is a secure, easy to use, firewall-friendly remote assistance solution which allows companies to provide their customers with responsive and affordable hands-on remote support, training, and demos. For more information, please visit: <http://www.rapidassist.com>.

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