



**Technology Solutions, Inc.**

**Complete IT / VOICE**

Proactively Managing your Success



# Complete IT / VOICE

## Total Technology Peace of Mind

Your time is precious. You have more important issues to deal with than your technology. It is, however, a critical enabler to your business and in need of attention to ensure it's running predictably, optimally, and securely. Our fully managed program is the ideal solution for an organization like yours, an organization that demands the utmost in technology capabilities, reliability, and quality service.

### Your Complete Managed Services Solution

Technology hardware, support, and management for a fixed monthly cost - it's that simple. We provide all of the benefits of an internal MIS department for a fraction of the cost of staffing one yourself.



We reduce the business impact of technology failures by minimizing their occurrence, and any unforeseen issues are dealt with as a top priority. All aspects of your technology are covered: security, data protection applications, telephony applications, and hardware.

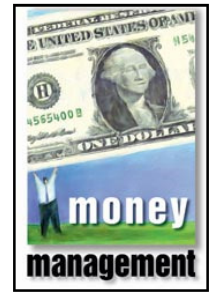
### If Technology is Not Your Business Make It Ours

When you outsource the management of your important technology resources to us, we look upon this as a partnership. **Our comprehensive and professional approach means we are your IT department.** By optimizing your technology's performance, it will work at the peak efficiency and reliability levels that your business demands, allowing you to focus on running your business, not your technology. Security, networking, data protection and user support - we handle it all for a single, predictable price.

*"Technology must do two things; increase your profitability and give you a competitive advantage."*

## Do these issues plague your business?

- **Management struggles:** Need to find a more efficient way to manage your company's technology.
- **Costly talent:** Struggling to justify expensive IT staff with specialized skills? Challenged in cost justifying it?
- **Budget crunch:** How do you control the cost of ever-changing technology?
- **Frustration:** Challenged getting support that knows your technology?



## Program Advantages:

- **Lets you focus on your business:** At CTS, we are your technology watchdog, enabling you to focus on your core business activities instead of managing your technology or its problems.
- **Reduced Technology downtime through proactive maintenance:** Through regular, preventative maintenance activities designed to keep your technology operating efficiently, we reduce the number of emergency incidents you encounter.
- **A single monthly cost for superior technology care:** No more guessing what IT support will cost. Receive guaranteed predictability of your IT support costs and avoid high emergency fees. One monthly fee covers all support and hardware.
- **A standardized approach:** Eliminate issues



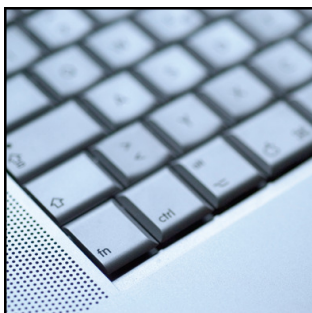
of requiring multiple staff members or vendors to supply needed knowledge for support of different technologies. We standardize your solutions to ensure expertise from our staff.

- **Measurements to manage by:** Now you can measure the effectiveness of your technology so that together, we can review and plan your technology needs: Quarterly Reports and Annual Reviews.
- **Training is paramount to gain the most from your technology:** We provide webinars to ensure your employees know how to best exploit your technology.
- **Increases employee productivity:** Help Desk support is available to provide assistance when your employees have challenges to ensure quick resolution.



## Program Features:

- **Technology Health and Performance Monitoring** verifies your organization's technology is running in a stable and secure fashion. We monitor for health, error conditions, and overall performance of your technology.
- **Asset Tracking** delivers greater control of your IT assets through regular audits of the network assets.
- **Security Policies and Configurations** uses properly designed and implemented security and user policies to ensure your network is secured from the inside out. We report any infractions that occur.
- **Quarterly Network Health Review** dedicates time to review reports and issues that are important to the ongoing performance of your network. We translate technology into business terms for you.
- **Hardware-as-a-Service** involves the supply and management of your servers, PCs, telephony, and other IT equipment - all for a fixed monthly price. Hardware is kept up to date at no additional cost.
- **Patch Management** ensure all of your Windows servers and PCs have the most up-to-date security and system patches, helping to optimize performance and minimize security risk.
- **Advanced Applications** are bundled into the program so that it is cost effective for small to medium sized organizations to fully capitalize on technology to reduce cost, increase productivity, and profitability.
- **One Partner** for all your technology needs ensures that all the technologies work together seamlessly and allows for maximum benefit and ROI.



# A TYPICAL NETWORK

- Servers
- Switches
- Routers
- PCs
- Applications
- Backups
- Firewalls
- Telcom



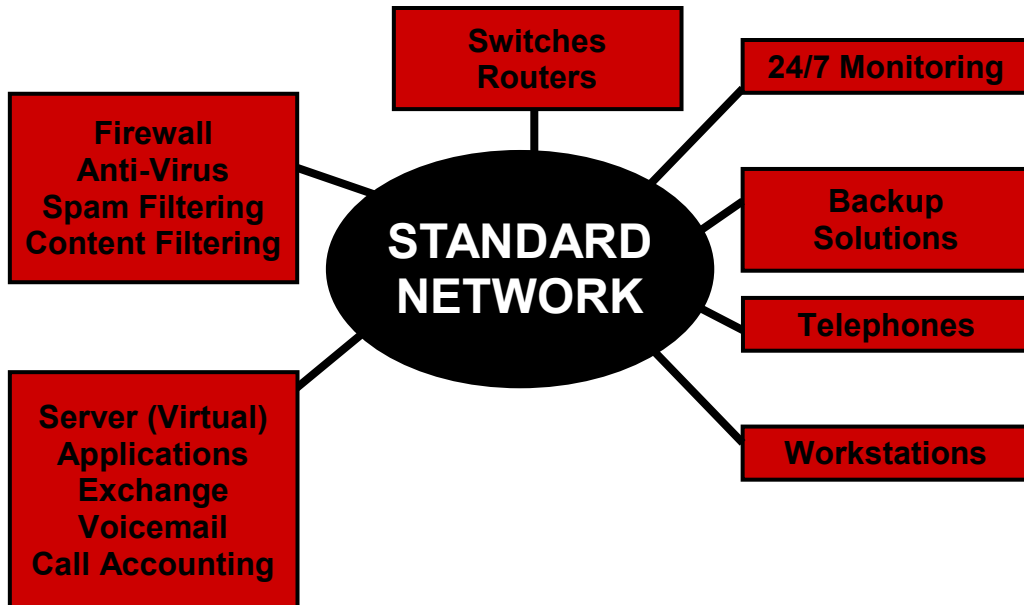
- Multiple IT Personnel
- Multiple Data Vendors
- Multiple Software Applications
- Multiple Security Systems
- Telecommunications

**FRUSTRATION!**



## Complete IT / VOICE

Proactively Managing Your Success



Let CTS manage your technology so you can focus on growing your business.

## Complete IT/Voice Standard Components & Applications

- Server (virtual)
- Workstations
- Data Switch
- Firewall
- Virtual Private Network
- Antivirus
- Call Handling Modes
- SPAM Filtering
- Remote Worker Applications
- Content Filtering
- Intrusion Detection
- Data Backup
- Remote Response
- On-site Service



- Voice Over IP
- Phone Instruments
- Voice Mail
- Softphone
- Unified Messaging
- Call Logging
- Outlook Calendar Integration
- Spyware
- Directory/Contact Mgt
- Support
- Complete Monitoring Services
- Enhanced Presence
- IT Consulting

## Available Optional Components & Applications

- Router
- Offsite Backup
- Fax to the Desktop
- Mobile Worker Application
- CCTV
- Call Center Application
- Video Conferencing
- Exchange Email Management
- Instant Messaging



**Celebrating 25 years in business...**  
providing exceptional service, building long term partnerships with our customers, and being a pioneer in communications technology.

### MISSION STATEMENT

CTS provides exceptional value through managed services that assures a fixed cost for our business partners. Our highly trained and motivated professionals constantly strive to offer proactive services that maximize the profits, productivity, and competitive advantages of those partners.

### Corporate Headquarters

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