



**Technology Solutions, Inc.**

**Complete IT / VOICE**

Proactively Managing your Success



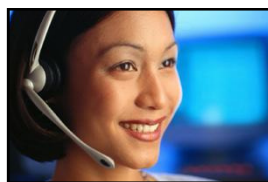
# CTS Complete VOICE

**Specializing in helping businesses become more efficient.**

CTS offers proactive managed services for your **Voice Communications Systems**. Your customers' expectations are for immediate response to their needs and requests. A well managed and maintained communications system will ensure your systems are available to meet those customers' demands.

### **Your Complete Managed Services Solution**

Managed services vary in their makeup significantly. We have created plans that provide the most flexibility to deal with ever changing technology allowing you to maximize your return on investment. These plans virtually eliminate the possibility of being stuck with outdated technology and the potentially huge investment required to get new technology.



 ShoreTel

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



**One low monthly price can provide it all for you.**

We reduce the business impact of telecommunications failures by minimizing their occurrence, and any unforeseen issues are dealt with as a top priority.

**All aspects of your telecommunications are covered:**

### **Business Communications Systems**

- VoIP
- Contact/Call Centers
- Multiple Office Solutions
- Remote Worker Solutions
- Message on Hold
- Wireless
- Key/PBX Systems

### **Network Analysis & Design**

- Phone lines
- Long Distance
- Circuit Analysis
- Conferencing (Voice & Web)

**A “stand-alone” solution with possible migration to Complete IT/VOICE.**

## CTS Complete **Voice Standard Components & Applications**

- Voice Over IP
- Voice Mail
- Unified Messaging
- Call Handling Modes
- Remote Worker Applications
- Support
- Phone Instruments
- Softphone
- Call Logging
- Outlook Calendar Integration
- Directory/Contact Mgt
- Remote Response



**NEC**



## Available Optional Components & Applications

- Call Center Application
- Video Conferencing
- Fax to the Desktop
- Mobile Worker Application

A “stand-alone” solution with possible migration to Complete **IT/VOICE**.

### 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.



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

### Corporate Headquarters

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