



## **CTS and Viola Networks Team Up to Deliver Innovative Diagnostic Software to Area Businesses**

*Network Assessment Solution Ensures That CTS' Customers Receive Maximum Performance*

SOUTHERN ILLINOIS AND ST. LOUIS — May 24, 2006 — CTS Technology Solutions, Inc., an industry leader in telecommunications, announced today that the company has teamed up with Viola Networks, a software developer specializing in network assessment and performance solutions, to ensure that its customers are receiving optimal performance out of their network equipment when making the transition to Voice over IP (VoIP).

"More than any other application, the demanding and dynamic nature of VoIP requires both active testing of network resources and passive monitoring of actual user experiences on a continuous basis," said Dave Zwicker vice president of Marketing, Viola Networks. "Management without an integrated view of these perspectives severely limits the ability to deploy VoIP with confidence, manage with appropriate context, or rapidly resolve issues. CTS is one of the forward looking organizations that was early to

identify these needs as VoIP deployments began to scale and we are happy to partner with them to ensure customers can maximize their VoIP investments."

By utilizing Viola Network's Assessment Software, CTS will be able to evaluate their customers' network condition, pinpoint and resolve configuration faults, and recommend necessary upgrades and improvements that will help them implement the perfect communications solution to meet their customer's needs. Viola's Assessment Software analyzes network performance including bandwidth loss and usage, and identifies existing and potential bottlenecks and inefficiencies. By isolating and eliminating those problems, CTS' customers are able to maximize the return on their broadband investments, and experience the highest quality VoIP performance available.

"When a small to mid-sized business makes the move to VoIP, it is important to ensure

that its network is properly configured to make the most of its existing bandwidth," stated David Heuman, president of CTS. "It is our duty to make sure this happens each and every time. This software ensures that our customer's network is VoIP ready giving them an increased level of comfort. The end result is a smoother installation and a high level of satisfaction."

"Pre-deployment assessment is often overlooked by many businesses even though it can lead to deployment and VoIP quality problems down the road," said Mr. Heuman. "Adding Violas' Assessment Software to our existing operation presents another opportunity to provide value-added services to our customers. Essentially, it helps us reduce their costs and eases the transition from traditional phone service to VoIP. We're looking forward to launching it to our valuable customer base."

## **ABOUT CTS TECHNOLOGY SOLUTIONS, INC.**

CTS Technology Solutions, Inc. is the regional leader in providing business communication systems (telephone and computer/data systems). Founded in 1984, CTS Technology Solutions, Inc. continues to be committed to establishing a dynamic partnership with our clients to ensure that their return on investment is maximized. Extensive technology resources, business consulting services and technical expertise allows our team of professionals to design and implement a wide range of solutions that best fit our partners' communications needs. For more information about CTS Technology Solutions, Inc. please call 1-800-443-3068 or visit [www.ctscomplete.com](http://www.ctscomplete.com).

## **About Viola Networks**

Viola Networks is the leading provider of integrated VoIP lifecycle management solutions for enterprises, integrators and service providers worldwide. More than 200 customers globally – including two out of the top three service providers and the five largest VoIP equipment manufacturers – have deployed Viola's solutions to ensure the highest levels of performance and reliability in their VoIP investments.

The company's innovative portfolio of fully integrated VoIP management solutions assess and ensure network readiness, continuously monitor live deployments to rapidly and precisely troubleshoot issues, and assist in appropriately and intelligently planning for growth.

Viola Networks is privately held, with US headquarters in Andover, MA and international offices in Canada, Israel and the United Kingdom. ([www.violanetworks.com](http://www.violanetworks.com))