



Warren Heuman  
Vice President

## **CTS Customer Advocates to Introduce Managed IT Services to Small and Mid-Sized Businesses**

*Outsourcing the Management of Data  
Networks Enables Companies to  
Focus on Their Core Competencies*

SOUTHERN ILLINOIS AND ST. LOUIS — October 29, 2008 — CTS Technology Solutions, Inc., an industry leader in business communications, announced today that the company's Customer Advocates will introduce managed IT services to the region's small to mid-sized businesses. By outsourcing the management of an organization's data network and infrastructure to CTS, they can focus all of their energy and resources on their core competency.

"Running an efficient network is not easy, especially with the convergence of voice and data," said Warren Heuman, vice president of CTS. "Too often companies are caught up in day-to-day operations that mission-critical network maintenance and security management get overlooked. Unfortunately, most businesses do not have the resources to properly maintain, support, and keep their technology up to date. Managing the network is our core competency so it makes sense to outsource this important function to our team of industry experts."

Managed IT services was designed to assist companies in not only monitoring their network, IT infrastructure, and phone system but providing methods and tools for maximum utilization. Types of

services include remote network monitoring and reporting 24 hours a day, 7 days a week, firewall monitoring, intrusion detection, patch assessment and vulnerability scanning, preventative tasks, disaster recovery, data backup and regular performance analysis. CTS also offers help desk support on any issue an employee may face.

Outsourcing the support of a company's network has a number of unique benefits. First and foremost, CTS' experts in the field analyze the network to develop a complete game plan. Modeling and simulation tools assess current network traffic and evaluate the performance of desired enhancements and upgrades to determine the most appropriate solution before implementation. The end result is a custom designed system that supports future growth and change through flexible and scalable network environments. CTS is quickly becoming their customers' trusted advisor offering CIO level of advice to their businesses.

"It doesn't make economic sense for a business to incur the cost of adding full time in-house IT professionals with all of the loaded costs that come with it when this function can be outsourced saving thousands of dollars each year," added Mr. Heuman. "We've developed a detailed communication plan that our Customer Advocates will execute so all of the businesses we serve are educated the value of our managed IT services offering.

During this economic downturn companies must evaluate the manner in which they conduct business and look for these types of solutions that have the power of increasing their profitability, while giving them a competitive advantage."

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

CTS Technology Solutions, Inc. 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.

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).