



Warren Heuman
Vice President

CTS Technology Solutions, Inc. Increases Customer Profitability in a Down Economy with the Latest Technologies

*Region's Leading Technology Provider
Helps Businesses Do More with Less*

SOUTHERN ILLINOIS AND ST. LOUIS – July 27, 2011 – CTS Technology Solutions, Inc., an industry leader in unified communications, announced today that the company is relentlessly educating its customers on the latest technologies designed to increase their profitability and enhance employee productivity, particularly in these tough economic times. The technologies that CTS is focusing on helps companies do more with less. While the economic whiplash has sent many companies back to the starting block, others are capitalizing on these types of advancements to better position themselves for recovery. The financial gurus may try to convince business owners that a dreaded double-dip is imminent, but for the technologically adept, an uptrend is more likely. CTS, is paving the way by introducing businesses to leading edge technologies that drive profitability, now.

“We understand that the economy has mounted tremendous pressure on our customers to be more productive, with fewer resources at their disposal. We believe that it is our responsibility to proactively search and deploy

solutions that drive our customers’ profitability and provide them with a competitive advantage. It’s up to us to make sure that our customers have technology that enables them to do more with less,” stated Vice President, Warren Heuman.

One of the ways that CTS is boosting customer profitability is through an application called presence management. This application eliminates the guessing game of knowing where people are and what they’re doing, and allows individuals to indicate their status (in a meeting, “back at 2pm,” at lunch, “send calls to my cell”, etc.) and promises “you’ll never miss a call again.” By increasing the speed of communication, more opportunities can be seized; more current customers can be satisfied, and more profits can make it to the bottom line.

Similarly, CTS is utilizing call recording technology in order to help organizations increase employee productivity. According to Dr. Jon Anton from Purdue University, “On average, employees answer the phone 19% faster, spend 29% less time on the phone and do after-call work three times faster when they know they’re being recorded.” Remarkably, many business owners have not adopted call recording technologies. CTS Technology

Solutions, Inc. is looking to “bridge the gap” by educating their customers on solutions aimed to help small to mid-sized businesses come out on top.

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 Data and Voice 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’ technology needs. For more information about CTS Technology Solutions, Inc. please call 1-800-443-3068 or visit www.ctscomplete.com.