



Integrated Data, Voice, and Video Solutions
One Call...One Company...

Meet the CTS...



Kelly Ethington
Operations Manager



John Hancock
Service Manager



Mark Beck



Dan Tomaszewski



Chris Rutledge



Jim Henninger

Service Technicians



Randy Thureau
Engineer



Steve Laurent
Installation Manager



Steve Dierks



John Junge



Chris Howell



Bob Franklin

Installation Technicians

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146 Years of Service To CTS Customers!

Service is the key and our team of service professionals commit themselves to deliver the highest level of customer support and service.

Jim Henninger	23 Years
Randy Thureau	22 Years
Mark Beck	21 Years
Steve Laurent	16 Years
Chris Rutledge	13 Years
Kelly Ethington	11 Years
Bob Franklin	11 Years
John Hancock	10 Years
Dan Tomaszewski	7 Years
Steve Dierks	7 Years
Chris Howell	3 Years
John Junge	2 Years

VoIP could be financially wise move for your business

Warren Heuman Weighs the Benefits of VoIP

Article Published Feb 2007 Southern Business Journal

In today's extremely competitive and rapidly changing business environment, decisions about adopting the latest technology and acquiring tools that will enable easy transition to future enhancements are critical to the survival of any business. Determining whether to invest in recent advancements in telecommunications is no different. One particular technology receiving significant attention is VoIP (Voice over Internet Protocol). VoIP is one of the hottest buzz words surrounding communications technology, because it has the potential of revolutionizing the way we communicate. As with the adoption of any technology, companies must take appropriate steps in order to successfully implement VoIP and reap its benefits.

Simply put, VoIP is the process of converting voice signals into data packets, using Internet Protocol (IP) to transmit voice over a data network. There are a few distinct benefits that companies receive when utilizing IP telephony.

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CTS Technology Solutions, Inc. Names Two Regional Managers



CTS has named Mary Senciboy Regional Manager for the North and Rita Crowder Regional Manager for the South Region. Responsibilities include management of the customer base, profit and growth of their region, and educating business executives on the benefits of implementing communications technologies by conducting Executive Technology Briefings, presented either on the customer site, or at scheduled regional seminars. You can reach both at 618-443-3068, Mary at ext. 1325, and Rita at ext. 1323.

MPLS is the Latest Technology to Impact Business communications

Are You Ready to Harness Its Power?

Warren Heuman Describes the Value of Multi-Protocol Label Switching on Small to Mid-Sized Businesses

It doesn't take a rocket scientist to realize that technology is changing on a daily basis. What's hot today may very well be antiquated tomorrow. Keeping up with technology is quite a task that must happen because many new innovations have the ability to not only increase your profitability but also give you a competitive advantage.

The latest acronym gaining popularity in business communications is MPLS, short for Multi-Protocol Label Switching. MPLS enables businesses to consolidate and prioritize their communications including voice, video, and various grades of data communications onto a single VPN (virtual private network). The VPN service is based on MPLS technology providing any-to-any connectivity, security and Quality of Service (QoS) among geographically diverse sites.

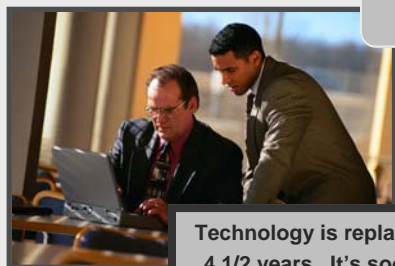
Essentially, MPLS allows companies to allocate different types of traffic specific bandwidth priorities at various times during the day or day of week. Small to mid-sized companies now have the unique flexibility of designing their networks that mirrors their traffic patterns. This technology empowers network managers to enhance communication by diverting and routing traffic around link failures and bandwidth congestion increasing system efficiency as well as employee productivity.

[READ MORE](#)

BREAKING NEWS!!

ShoreTel, a leading provider of IP telephony solutions worldwide and ranked highest among IP telephony vendors in customer satisfaction and lowest in total cost of ownership has selected CTS Technology Solutions, Inc. as their representative vendor in this geographic area.

You Can Leverage Technology to Work For You!



Technology is replacing itself every 4 1/2 years. It's soon predicted to be every 18 months.

CTS is taking our Executive Technology Briefings on the road direct to our customers and business clientele to educate company, telecom, and IT managers on how to deploy communications technology to solve real business issues. Regardless of your industry or size, you are probably facing many business challenges. With rising costs, shrinking resources, fierce competition and customers who demand exceptional service, it is more important than ever to look for ways to work smarter and faster, without sacrificing service, reliability and ease-of-use.

Advancements in communications technology bring huge benefits and enhance the capabilities of internal and external communications in areas normally plagued with issues. With improved communications your employees will do a better job of satisfying customers, winning new business, and contributing to the bottom line.

Learn how other companies have leveraged technology to improve their business and reduce operational costs. Contact us today to schedule your briefing at 618-443-3068, ext. 1322 or email seminar@ctscomplete.com.



INTERNET SECURITY FOR BUSINESS

Bart Swisher, Data Manager discusses the Five Step Plan

Operating a business today requires an Internet connection to the outside world; but as just about anyone can tell you, that essential connection also exposes your company to many security problems, liability risks and productivity distractions.

Utilizing the power of the Internet may be a critical process in your company, but without proper planning and understanding, it can cause costly and catastrophic problems for your organization.

Designing a solid plan

No matter the size of your business, the main components for securing your Internet remain the same — only the type and size of the solutions may vary. Always deal with a trusted, reputable reseller who can talk with you about your company and help you find the solutions that best suit your needs. Follow this five-step plan for securing your Internet:

Set a Strong Internet-Use Policy — A strong and effective Internet-Use policy lets employees know what their responsibilities are when it comes to online activities on company time. You have to determine a company-wide policy that clearly states what constitutes acceptable usage. Educating your employees about security risks via the Internet is important.

Content filtering software lets you control where your employees go on the Web. You might want to filter out hate and pornography sites or online shopping sites. Doing so covers liability issues and creates a more secure, productive environment.

[READ MORE](#)

Coming in the next issue of the eNewsletter:

- Information on a new application that will allow your cell phone to act as an extension of your office phone system.

Comments or suggestions for the next eNewsletter are welcomed! If you have any requests or would like more information on a particular topic in the next eNews please click on this [LINK](#) to make a request.

TIME CHANGE

Just a reminder!

Beginning in 2007 **Daylight Savings Time** will begin on **March 11** at 2:00 a.m. This means that both your phone system and voice mail systems will need to have their time changed. In case you have lost your instructions on how to do so, click: **INSTRUCTIONS**



If you are not sure of your system type please call us at 800-443-3068 or email us at customersevice@ctscomplete.com and we will be glad to assist your further.

CTS Carterville, IL office receives facelift!



If you haven't yet noticed when you drive past the CTS Carterville office, there has been a change. Looking good CTS!

618-443-3068

www.ctscomplete.com



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