



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

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Network Operating Center (NOC)



Pictured left to right are Kim Diercks and Supervisor Cathy Presswood of the Network Operating Center or as our customers refer to as customer service. Kim has been with CTS for seven

years and Cathy six years. They make it their goal to exceed their customers' expectations to ensure that they deliver the most effective resolution to their customers' concerns.

Data Engineer Team

We are pleased to introduce the Data Engineering Team, who we at CTS commonly refer to as the "Data Dudes". Pictured from left to right are Chris Hogan, Brian Wilson, and Bart Swisher.



The Data Engineer Team interacts with customers to detect business problems and to offer business solutions through their use of high level of training received on servers, routers, firewalls, security, and application software for data and voice including VoIP, call centers, operator attendance, personal assistant software, and more.

Coming soon to an area near you!

The CTS **LUNCH & LEARN** is coming to your area. Watch for invitation flyers , or contact your sales associate for the schedule of dates and locations planned near you.

Communications Technology..... Profit Generation or Loss?

The ever changing world of communications technology is creating many challenges for business today. In this world where technology is changing every four to five years and soon expected to be every 18 months, how do you make sure that your investment in communications technology will create revenue and not just create ongoing cost? Your current and future investments in technology must do two things for your business; increase profitability and increase your competitive advantage.

Now the question is how do you make your investment in communications technology generate a return and if so generate the maximum return on your investment?

[READ MORE...](#)

By Warren Heuman

Published Sept 2006 in the Southern Business Journal

Let Us Save You \$\$\$\$\$\$

Join the New Technology Era of

Invoicing Value to our Customers:

CTS would like to take this opportunity to offer you electronic funds transfer (EFT) for paying recurring monthly invoices.

With EFT, you will save money and time, no longer having to write a monthly check for recurring invoices! This saves you the processing cost along with the cost of the checks and envelopes. Join the wave of the future!

Signing up for EFT is easy. Simply contact Stacey at 800-443-3068 ext. 1306. Stacey will send you an authorization form. Once the authorization is returned, your monthly billing will be paid by EFT. If you have any questions please contact us.



**EXECUTIVE
Technology Seminar**



Technology Must....

- Increase profitability
- Reduce personnel costs
- Improve your competitive advantage
- Minimize your employee stress
- Enhance your company image
- Take you where you want to grow

UPCOMING SEMINAR DATES

Friday, NOV. 17 9 - 11:30 a.m.

Friday, JAN 19 9 - 11:30 a.m.



[REGISTER](#)

**First it was E-mail and VoIP, Now
It's IP video**

It's no secret that the Internet has dramatically changed the way we conduct business on a daily basis. From e-mail and instant messaging to Voice over Internet Protocol (VoIP), the Internet has revolutionized the way we communicate and the trend continues today. The latest innovation spawned by the Internet that's rapidly gaining popularity is IP video.

This phenomenal tool connects IP cameras to the Internet so we can view just about anything we want from any location around the world in real-time. As you might imagine, IP video is having a tremendous impact on the video security surveillance industry. Companies want to protect their most important assets and IP-based video technology gives them the power to do that at the click of a button.

Historically, video surveillance was based on analog technology, closed circuit television (CCTV) and recorded on video tapes.

[READ MORE...](#)

Are You Concerned About Safety in Our Schools?

It's no big secret— in light of recent horrific events taking place in our nation's schools, safety of our young people has again been brought to the forefront of the news and of our personal and professional lives.

Whether you are a parent of a child in school, a grandparent, a teacher, and administrator or superintendent; all of us have some type of association with schools. We all want to believe that our schools are safe havens for our children, but unfortunately, we can no longer assume that once our nation's children walk our the door in the morning, that they will be 100% safe.

CTS Technology Solutions, Inc. has a strong commitment to education and schools, and urges you to contact us to discuss technology that is available to increase the safety of our children while at school. There are several technologies that can assist with safety, but a few specific ones are:

- Closed Circuit TV and cameras
- Phones for the classrooms
- Long-range cordless phones that also serve as two-way radios
- Tone generation for special alert tones if a predator or an emergency occurs
- Intercom an emergency announcement throughout the school if necessary

If this is an area that concerns you, and you would like more information or would like to discuss these items with a Business Technology Consultant, please email rcrowder@ctscomplete.com or call 618.443.3068,

www.ctscomplete.com
618-443-3068

TIME CHANGE



Just a reminder that **time changes** again on **October 29th**. 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, below is a link that will help you. If you are not sure of your system type please call us at 800-443-3068 or email customerservice@ctscomplete.com and we will be glad to assist your further.

Thank You!

[CLICK HERE FOR TIME CHANGE INSTRUCTIONS](#)

Attention NEC Customers! There's Still Time!

The manufacturer with whom we partner - NEC - recently offered a trade-in promotion that was to end September 30, 2006. HOWEVER, the program has been extended through March 2007.

What does that mean to you?

It allows you, a NEC customer with any of the following systems, the opportunity to receive a substantial discount to upgrade your existing communications system. Best of all, because of the outstanding migration path of NEC, there's a strong possibility that the system itself can be upgraded while still utilizing existing phones! AND there are many innovative productivity-enhancing and cost-savings capabilities on the newer generation system that can help any business such as increased capacity, digital voice mail integration, small to mid-size call centers, VOIP, wireless, and more.

The systems included are:

NEC Electra Professional
 NEC Electra 8/24
 NEC Electra Mark II
 NEC Electra Elite 48/192

A few additional benefits to you are:

- CTS Complete plan that allows you to utilize new technology at a lower cost
- Significant reductions in maintenance/support costs
- Applications that improve customer service and increase employee productivity
- Unified messaging to manage your email, voice mail, and faxes efficiently
- Mobility enhancements to help your employees keep in touch with callers while completing other tasks

To take advantage of this promotion or to request a free consultation with one of our Business Technology Consultants, please email rcrowder@ctscomplete.com or call 618.443.3068, ext. 1323.

* * 20 Years of Service * *



We would like to congratulate Mark Beck who has served CTS Technology Solutions, Inc. for 20 years as of October 15, 2006. Mark is a service technician for our central region. Mark has experienced a great many changes as technology has advanced and as CTS has grown. *"Mark has a genuine empathy for people which has allowed him to represent both the customer and our company very well over the years. We feel very blessed to have him as part of our team. It is a pleasure to have Mark as a long term employee setting a great example for our company"* said David A. Heuman, CEO of CTS Technology Solutions, Inc.

Mark resides in Chester, Illinois with his wife Lynda and children; Darren, Clarissa, Lucas, Garrett and Nolen. Mark also has two grandchildren, Gregory and Abygail.



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PRIVACY STATEMENT

