



COMMUNICATIONS TECHNOLOGIES INCORPORATED PROVIDES REMOTE PERFORMANCE MANAGEMENT SOLUTIONS TO CUSTOMERS

Leading Unified Communications Provider Helps Customers Pre-Assess and Continuously Monitor Network Infrastructure for Smooth Operations

BURTON, MI – June 27, 2011 – Communications Technologies Incorporated, an industry leader in unified communications, announced today that the company is providing its customers with Remote Performance Management Solutions. This technology offers a cost-effective remote monitoring and management capability to diagnose underlying network problems, assess network readiness and monitor application performance. This advancement is allowing businesses to capitalize on powerful applications such as VoIP, video, SaaS/ cloud services, disaster recovery and desktop virtualization.

Gartner analysts caution that “75 percent of enterprises that do not perform a pre-implementation analysis of their IP network infrastructure will not achieve a successful VoIP implementation.” Transitioning physically separate voice and data networks onto a single shared infrastructure without compromising the quality of either voice traffic or data traffic will require new practices and procedures. Remote Performance Management Solutions play a central role in successful network assessment.

“The cloud is growing and as a result businesses are becoming

increasingly dependent on cloud-based technologies to run their businesses,” commented Jeff Allen, President of Communications Technologies Incorporated. “One example revolves around VoIP technology. Many business owners are attracted to VoIP because of its cost savings and applications that drive employee productivity; however some business owners hesitate because they are concerned about sacrificing call quality. This often occurs when companies conduct business with a technology provider that does not have the proper technical expertise or the tools to successfully deploy IP based solutions. Leveraging advanced Remote Performance Management Software pinpoint network drains, all the way down to the appliance. The tool provides valuable insight that can determine which appliance such as a PC within an organization is sucking up bandwidth causing poor voice or video quality.”

In order to keep up with the rapid pace of technology, data networks will need to become much stronger, faster, flexible and transparent. The success of a business’s operations will be strongly correlated to network performance and Remote Performance Management Solutions allow businesses to diagnose network issues and resolve problems immediately. Data networks are the lifeblood of

business operations and companies like Communications Technologies Incorporated are proactively protecting their customers, increasing their profitability and providing them with a competitive advantage.

ABOUT COMMUNICATIONS TECHNOLOGIES INCORPORATED

Communications Technologies, Inc. (CTI) is an independently, locally owned voice and data communications company serving Michigan businesses for over 20 years. CTI is a one-source solution for ordering dial tone and high-speed Internet, providing voice and data cabling, and installation and support of business telephone systems and computer networks. The company takes a consultative approach to its customers’ needs and makes recommendations based on over 100 years of combined experience and expertise. CTI actively supports the community through its involvement with non-profit and other charitable organizations. CTI’s goal is to add value, differentiate its services, and deliver strategic technologies with integrity and innovation resulting in the highest level of customer profitability, satisfaction and competition advantage. For more information about CTI please call 800-860-6910 or visit www.cti4u.com.