



## **COMMUNICATIONS TECHNOLOGIES INCORPORATED LEVERAGES THE LATEST STATE OF TECHNOLOGY TO MONITOR THEIR CUSTOMER'S DATA NETWORKS**

*Sophisticated Tool Keeps Systems in Check 24/7*

BURTON, MI — January 31, 2012 — Communications Technologies Incorporated, a leading unified communications provider, announced today that the company is providing critical device monitoring solutions and remote infrastructure support in order to substantially minimize their customers' downtime. These solutions are increasing the stability and security of their clients' network, while reducing IT support costs.

Remote infrastructure support, otherwise known as Communications Technologies Incorporated's Network Optimization Center (NOC) eliminates the need for small to mid-sized businesses (SMBs) to waste time, effort and money on the struggles of implementing and maintaining the reliability and uptime of brand new technology. A NOC essentially handles the management of a company's data networks and acts as a 24/7 monitoring and support center which is able to react immediately to alert notifications from critical devices. These critical business devices include servers, routers, PCs, and more. The devices communicate with the NOC directly and problems which used to take hours to fix are now able to be resolved within minutes.

"SMBs must be nimble in today's market to stay competitive, and the combination of quicker response times and fewer on-site interruptions have jumpstarted employee productivity and efficiency for our customers," stated Jeff Allen, President of Communications Technologies Incorporated. "Unfortunately, most small companies are supported by a tiny IT consultant that doesn't have the sophisticated solution to meet their customers' needs. We get a great deal of satisfaction knowing that our customers' networks are being monitored and protected at all times and they can count on their critical devices to be up and running when they need them most. Additionally, one of the ancillary benefits that our customers are experiencing is a substantial reduction in the risk of data loss, virus attacks and security breaches."

While the value associated with monitoring technologies is being enjoyed by SMBs and enterprises alike, these advances are also transforming the way internal IT departments operate. NOCs relieve the routine headaches that many IT departments face on a daily basis, which is enabling IT professionals to focus on strategic initiatives rather than mundane upkeep. Many businesses are putting more and more of their data and vital applications in "the cloud," and IT personnel will need to possess the

creativity, vision and resourcefulness to manage this transition. NOC's are playing a pivotal role in this paradigm shift. "For certain industries the superior technology we provide is helping our customers leave their competitors in the dust. Plain and simple, they have an unfair advantage over their competition," adds Mr. Allen.

"Communications Technologies Incorporated has always had the foresight to proactively prepare their customers for the future," states Dale Johnson, CEO of Technology Assurance Group (TAG), an international organization of unified communications providers representing close to \$350 million. "Their biggest differentiator is that they actually take the time to listen to their customers, understand where they are headed, and educate their customers on how technology can help them get there."

### **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](http://www.cti4u.com).

#### **ABOUT TECHNOLOGY ASSURANCE GROUP (TAG)**

Technology Assurance Group, LLC (TAG) is a national organization of leading independently owned telecommunications companies. TAG provides its members with the competitive advantages necessary to achieve a dominant position in

their marketplace. Members benefit from programs including strategic partnerships with communication solution providers, best business and management practices, and advanced sales training programs. TAG's mission is to leverage its members' combined economic power, to increase their sales and profit margins, and to bring advanced technology to the marketplace. For more information on TAG, please call 858-673-5800 or visit [www.tagnational.com](http://www.tagnational.com).