



Steve Futrell
President

TECHNOLOGY SOLUTIONS Teaches Customers What to Watch Out For When Taking Their Voice Technology to the Cloud

*Leading Provider Educates Companies
on the Proper Path to Success*

LIVONIA, MI — September 28, 2015 — Technology Solutions, LLC, a leading provider of unified communications and managed IT services, announced today that the company has launched an awareness campaign to its customers educating them on how to transition their phones and infrastructure technology to the cloud. The core message that Technology Solutions is sharing is the migration of your company's technology to the cloud can be either *the* best thing you've ever done or the worst thing. Most companies are drawn to the expanded functionality as well as the immediate slash in expenses, which are the two main drivers behind the widespread adoption of cloud voice. Technology Solutions has summarized the main points that their customers need to know about in order to make this transition as smooth as possible.

The first decision that a business owner needs to be aware of is that there are two distinct ways of purchasing the technology. In the world of cloud-technology, especially that of cloud voice, this is particularly important to sort out. The first way is to purchase the technology from a provider they found on the Internet who has no local presence to provide a professional implementation,

training or ongoing support. This method is very attractive to first-time buyers because they feel the only things they need to know is how many phones their office will need and how many lines they will need to route calls. They plug these numbers in, get a price, purchase them, the phones are then boxed up, shipped out and the only instructions for installation are to plug them into the wall. However, while this method is faster at the outset, it usually causes big problems shortly thereafter. For example, cloud phones only work well when there is enough bandwidth available for them to utilize. When a company just plugs their cloud phones into the wall, without assessing the network to make sure that it can support this technology, a company predestines itself for failure. This can be avoided, by taking the time to do a network analysis.

When an organization purchases cloud phones from the Internet, there are plenty of challenges like the above example, that crop up. With hundreds of these types of companies sprouting up, they usually have a very-short term, transactional approach to business. This philosophy leads to them not taking the time to properly understand their customer's business, find out what their customer would like to accomplish and to assess what would be the most ideal way to utilize technology to accomplish that objective.

Furthermore, online cloud voice providers have a mindset of "dialing for dollars" and once the equipment is sold and shipped they essentially walk away from any form of customer service.

A much more intelligent way to purchase this technology is through a reputable, local provider who is part of your business community. By taking this route, the company inherently has a higher capacity to understand your business objectives and strategic outcomes, which ultimately leads to perfectly fitting technology. Local providers understand the need to perform an initial analysis to gain a global perspective on your technology infrastructure, and can often make improvements that not only ensure the quality of your phone service but of all technology that runs on the network. Other signs that you are dealing with a reputable provider is that they take the time to educate you on firewalls, they ensure proper bandwidth allocation and explain QoS (Quality of Service) as well. These all have giant implications on the performance of the technology on your LAN (Local Area Network). Another great sign is when the company has highly experienced, certified technicians who can install the technology themselves, instead of leaving it in the hands of their customers, who are not trained in these areas. While it's completely clear that dealing with a reputable company is the most

intelligent way to purchase technology and migrate to the cloud, this begs the question of affordability. The punch line for business owners is that whether they purchase from an online company or from a reputable company, the price they ending up paying is the same! This was the catalyst for Technology Solutions' desire to launch this awareness campaign.

"Our goal is to let our performance of our mission "To make your technology experience easy" speak for itself," stated Steve Futrell, President of Technology Solutions. "We've earned our "world-class" designation by building strong relationships with our clients, earning their trust every day and taking responsibility for the performance of their technology as if it were our own business. When it comes to customer support. we have always had a long term view and the results have been excellent so far. We aspire to be an example of what's possible in a true partnership, where our customers' success is our success."

ABOUT TECHNOLOGY SOLUTIONS, LLC

Technology Solutions, L.L.C. is a leading provider of managed voice and data services for businesses within Michigan and across America.

Technology Solutions offers state-of-the-art technology to help its customers increase profitability, reduce communication costs, and give them a competitive advantage in their marketplace.

The company has quickly expanded to provide complete converged solutions incorporating voice systems, managed IT services and structured cabling, Our 20 + years of success is a result of saving customers significant time and cost, and enabling them to leverage their IT investment for future growth

Technology Solutions is committed to the philosophy of providing best in class technology, with personal and customized service and support.

For more information regarding Technology Solutions, call (734) 542-6929 or visit www.ts-llc.com.

###