



## **BTS LAUNCHES DESKTOP OPTIMIZATION CENTER TO JUMPSTART THEIR CUSTOMERS' PRODUCTIVITY**

BIRMINGHAM, AL — March 5, 2013 — BTS Technologies, Inc., an industry leader in unified communications, announced today that the company has launched a Desktop Optimization Center (DOC) in order to jumpstart their customers' productivity. A DOC is a business support center where administrators monitor networks and remotely control computers, networks or unified communications systems in order to boost performance. Many small to medium-sized businesses are making the move to DOCs in order to reduce the amount of employee downtime on common technical issues and streamline operations.

BTS Technologies, Inc.'s DOC constantly monitors and helps to improve the performance of their customers' entire IT infrastructure including computers, devices, applications, networks and the cloud. As a result, network performance is ceaselessly improved and common issues can be fixed faster than ever before. For example, when a customer's employee runs into an issue with a software program on his or her computer, they can call the DOC and a technician will take control of

their computer from a remote location and fix the issue immediately. Employees are often astounded when they can watch their issue being fixed before their eyes without having to lift a finger.

The recession has many businesses spread thin, making it tougher than ever to sacrifice valuable IT personnel to fix mundane issues. This places enormous demands on SMBs, who are already searching for ways to maximize employee performance at every opportunity. Simply put, today's businesses cannot afford to wait around for long periods of time before an issue can even begin being worked on.

"The overwhelming majority of computer problems are extremely simple to fix," stated Roger Wentowski, President of BTS. "More often than not, our customers' employees need help locating a misplaced a file, configuring a printer, recovering passwords, fixing software that has malfunctioned temporarily or something else relatively straightforward. The real benefit of our DOC is that employees can resolve their issues fast. When we can get our customers' businesses back up and running quickly, that results in increased

profitability for everyone. We firmly believe in always searching for innovative ways to serve the needs of our customers."

### **ABOUT BTS TECHNOLOGIES, INC.**

BTS Technologies, Inc., (BTS) was founded on the philosophy of maintaining a profitable business by providing the best in telecommunication systems and services to our customers. The stated purpose of our company not only allows us to provide short term answers to our customer's communication needs, but also affords us a longevity unsurpassed by the telecommunication industry in our region. We strive to provide quality materials, trouble-free installations and total communication services at a fair and competitive price that will allow us to maintain our business with quality employees. This policy insures the on-going system service and support that you deserve and expect. BTS Technologies, Inc. is located at 311 West Valley Ave, Birmingham, AL 35209. For more information on BTS please call (205) 942-6532 or visit <http://www.askbts.com>.