



## **ACCESS TELCOM LEVERAGES THE LATEST STATE OF TECHNOLOGY TO MONITOR THEIR CUSTOMER'S DATA NETWORKS**

*Sophisticated Tool Keeps Systems in Check 24/7*

SPOKANE, WA — June 27, 2011 — Access Telcom, 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 Access Telcom'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 Kent Biel, President of Access Telcom. "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. Biel.

"Access Telcom 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 ACCESS TELCOM**

Access Telcom offers what today's business customer demands: exceptional customer service, quality products and a variety of telecommunication solutions. Creating a communications strategy is vital to doing business in an increasingly competitive world. Access Telcom helps customers create a plan that will accommodate their businesses into the next century. Their team of Factory Certified technicians are dedicated to providing unsurpassed customer service and technical support. The company is committed to supporting its customers' every need, leading the way through the challenges of the ever-changing world of technology. For more information on Access Telcom, call (888) 621-9555 or visit [www.access-tel.com](http://www.access-tel.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).