



TouchPoint Networks Provides Customers With a Technology Plan for Continued Operations

Leading Managed Technology Services Provider (MTSP) Helps Businesses Owners Persevere Through the Pandemic

PORTLAND, OR – August 2020 - TouchPoint Networks, a leading managed technology services provider (MTSP), announced today that the company is building technology plans for businesses to continue to operate through the pandemic. TouchPoint Networks begins by evaluating an organization's existing technology and then creates a plan to maximize operations and employee productivity with the proper technology that supports both remote and on-site workers. While more restrictions may be on the horizon, there is no reason why most businesses cannot adapt and thrive, especially when they have a strong technology plan.

"We are in unprecedented times, but this doesn't mean businesses can't continue thriving," stated Gary Gonzalez, President of TouchPoint Networks. "With a shift in approach and proper technology, a business can set itself up for successful continued operations."

Our technology plan is a simplified solution and consists of five main components.

1. Ensure Effective Voice Communication

Not all business phone systems are created equal. Many small to mid-sized businesses that use older systems faced severe challenges sending their employees home with the expectation to communicate effectively with customers and fellow employees. On the other hand, those companies that leverage today's cloud voice technology experienced a much easier and seamless transition.

2. Cybersecure the Home Office

With 45% of home office PCs being infected with malware most companies' critical information are at risk. Protecting home office PCs must be done with the same due diligence as PCs in the office. Cyberattacks are at an all-time high and hackers are preying on remote workers with greater frequency since the pandemic started.

3. Proper Remote Workforce Management

TouchPoint Networks is a premier Member of Technology Assurance Group, organization of leading managed technology services providers (MTSPs) in the United States and Canada representing \$500 million in products and services. As a result, TouchPoint Networks possess the proper techniques and processes to successfully manage a remote workforce. In return, TouchPoint Networks teaches its customers these best practices so they can be successful in maximizing the performance of remote employees.

4. Make Sure Home Office is Functional

One of the best practices for managing a remote team is to meet over video conferencing as frequently as possible, instead of just via phone call. Employers need to make sure that employees have a functional home office with a PC/laptop that has a camera and mic to get the most out of videoconferencing meetings. Some employees also need access to a Printer/Scanner, in case the office is not fully paperless, yet.

5. Provide Necessary Collaboration Tools.

Without being in physical proximity, employees must rely on

collaborative tools like Microsoft Teams, video conferencing and instant messaging more than ever before, so these solutions need to be carefully selected so that they integrate well. Microsoft Teams comes with all of those features already built-in but employees need to know how to get the most out of it.

"TouchPoint Networks custom-tailors technology plans to meet specific needs for continued operations," commented Gary Gonzalez. "We're taking a leadership position in the face of our current collective predicament, and proactively helping our customers persevere through restrictions or reopening guidelines."

ABOUT TouchPoint Networks

Gary Gonzalez and his business partner's Chuck Whiteley and Tamara Gonzalez, are owners of TouchPoint Networks, a member of the Technology Assurance Group (TAG). TouchPoint has built a team of professional voice and data specialists dedicated to the highest levels of customer support. TouchPoint's pattern of steady growth reflects their commitment to keeping pace with the constantly evolving telecommunications technology arena, and the dramatic expansion of the Pacific Northwest's business market. With offices located along the I-5 Corridor in Portland, Eugene, and Medford, TouchPoint Networks is uniquely positioned to respond quickly and effectively to a wide range of customer equipment and service requirements. For more information on TouchPoint Networks, please visit www.asktouchpoint.com.