



TouchPoint Networks Leverages Latest Mobile Enablement Technology to Enhance Hybrid Workforce Productivity

Leading Managed Technology Services Provider Advances the Communication Capabilities of Local Businesses

EUGENE, OR – September 30, 2022 - TouchPoint Networks, a leading managed technology services provider (MTSP), is advancing how small to mid-sized businesses (SMBs) communicate with one another via mobile enablement technology. Historically, whenever someone left the office, they could reroute calls to their personal cell phone. This worked well in a pinch however, they lost the functionality that they would otherwise have with their office phone. They couldn't transfer a call to other departments, they couldn't check presence to see if other staff were available, they couldn't record calls easily and they wouldn't have access to other key applications. With the rise of remote and hybrid workplaces, TouchPoint Networks invested in offering mobile enablement technology to its customers to enhance business communications and productivity.

"There's been tremendous demand for remote or hybrid workplace communications solutions over the past few years," stated Gary Gonzalez, President of TouchPoint Networks. "This demand is never going to slowdown and as a result, businesses will continually need solutions that support their remote staff. Mobile enablement and other

ancillary solutions are bridging this gap."

Whenever an employee needs to be remote but available, there's plenty of functionality that is vital. First and foremost, they need to be able to press a button which automatically reroutes all calls their way. Additionally, an employee needs to be able to collaborate with other team members in one-place for group calls or group messages or video and with mobile enablement solutions they can see when other members are available, so they don't waste time with cumbersome "back n' forth" scheduling messages. There are other times where an executive is in transit with poor cell service but can easily scroll on their smartphone to browse important voicemail transcriptions to delegate them to other team members who can provide more immediate assistance. The whole point of mobile enablement solutions is to maintain a seamless, professional experience that drives easy communication and collaboration.

"Hybrid and remote workplaces are here to stay and without building the proper communications and IT infrastructure, there are obvious shortcomings to the hybrid workplace; however, with the right tools it can accelerate the pace of any business, enhance collaboration and ultimately lead to more profits," added Gonzalez.

ABOUT TouchPoint Networks

TouchPoint Networks is a technology solutions provider that partners with businesses to implement the latest networking and IT infrastructure, unified communications, VoIP, cyber-security, business continuity, video surveillance and cloud infrastructure. These products and services are delivered as a proactive managed service model providing peace of mind that all critical business systems meet expectations of high availability, security and optimization.

With over 20 years' experience, TouchPoint has gained an excellent reputation for designing, implementing and proactively supporting solutions that focus on helping our business partners achieve their goals. TouchPoint has been recognized for outstanding performance by several of the industry's top manufacturers and associations.

These credentials along with our membership in Technology Assurance Group, have enabled TouchPoint Networks to grow and partner with businesses throughout Oregon and across the United States as well as sites all over the world. TouchPoint Networks has three offices located along the I-5 corridor in Portland, Eugene, and Medford.