



Gary Gonzalez
President

TouchPoint Networks Leverages Latest Technology to Optimize Customers' Networks

Leading MTSP Utilizes Sophisticated Change Management and Inventory Asset Software to Keep SMBs Secure, Efficient and Profitable

PORTLAND, OR – April 30, 2024 - TouchPoint Networks, a leading managed technology services provider (MTSP), announced today they've unveiled new technology which will help optimize customer networks. One of the central challenges facing every small to mid-sized business (SMB) is how to keep their technology infrastructure running smoothly as they continue to grow. As organizations scale, networks typically go through a growth curve in terms of complexity. TouchPoint Networks has made an investment into one of the latest change management and inventory asset software technologies in order to ensure that their customer networks remain at peak performance as they ascend through these new phases of business.

With employees bringing their own devices onto a network, company devices fluctuating between being under-warranty and out-of-warranty, changing headcounts and a litany of new cloud-based apps being used to keep the company productive, organizations are often quickly overwhelmed by the staggering complexity of all those various factors. TouchPoint Networks has taken a leadership position by investing in technology that ensures accurate, immediate insight across the IT technology

stack and highlights what changes were made across all systems at any time. Comprehensive documentation included in this technology holds third-party vendors accountable and can do wonders to preserve critical customer relationships, reduce liability, etc.

Gary Gonzalez, President of TouchPoint Networks stated, "Businesses can only grow as fast as their network can perform. TouchPoint Networks thoroughly monitors our customers' infrastructure, hardware and software assets, and any changes that may occur because of employee interaction with their network. We know immediately who at a company administered a change and how it contributed to the overall functionality of the rest of its IT systems, in real-time. Through a significant investment in the latest state of change management and inventory management technology, TouchPoint Networks is elevating industry standards. This technology is indispensable for ensuring that the devices our customers rely on are constantly performing at their maximum potential. If I were an SMB, I would be suspect of working with any managed services provider that wasn't leveraging this type of technology or providing this level of insight."

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.