Gary Gonzalez
President

TouchPoint Networks Secures VoIP Phone Systems with Latest Cybersecurity Solution

Leading MTSP Protects IT and Voice Networks to Ensure Organizations Are Properly Connected with Customers

PORTLAND, OR – August 29, 2025 - TouchPoint Networks, a leading managed technology services provider (MTSP), announced today that it has launched a new layer of cybersecurity designed to enhance the security of VoIP phone systems for small and mid-sized businesses (SMBs), non-profits and institutions. With VoIP phones functioning as "minicomputers," they have become a growing target for cyberattacks, data breaches, and misuse if left unprotected.

One of the most overlooked issues with VoIP is voice quality. Poor call clarity is often the result of organizations failing to prioritize voice data over less critical traffic, like streaming video, online gaming, or music services. Without firewalls that prioritize voice, organizations can experience dropped calls, choppy audio, or lag—serious problems for any company where communication is mission-critical.

"Think of it this way," added Gary Gonzalez, President of TouchPoint Networks. "If your employees are downloading large files, streaming videos for work or fun, or playing online games, that

traffic can eat up your Internet bandwidth. Without a high-quality firewall prioritizing voice traffic, it's no surprise that your VoIP calls sound terrible…not to mention less secure."

Unlike many providers who overlook this issue, TouchPoint Networks makes firewalls a mandatory component of every VoIP phone system deployment. This ensures that organizations not only protect themselves from cyber threats but also enjoy crystal-clear call quality, uninterrupted connectivity, and the peace of mind that their communication systems are fully secured.

"Too many businesses still treat their phones like 'just phones,' when in reality, they are computers connected to the network. If left unsecured, VoIP phones can become a hacker's gateway into your entire IT infrastructure," added Stein.

TouchPoint Networks's solution integrates firewalls that are specifically designed to secure both IT and voice networks. This technology ensures VoIP systems are locked down against cyber threats while simultaneously improving voice quality.

With cyberattacks on the rise, organizations can no longer afford to leave any part of their technology environment exposed—including phones. TouchPoint Networks's proactive approach

guarantees that every VoIP installation is safe, reliable, and future proof.

ABOUT TouchPoint Networks

TouchPoint Networks is a leading technology solutions provider that partners with businesses to implement cutting-edge networking and IT infrastructure, unified communications, VoIP, cybersecurity, business continuity, video surveillance, and cloud solutions. We deliver these services through a proactive managed service model, ensuring that all critical business systems maintain high availability, security, and optimization.

With over 20 years of experience, TouchPoint has built a strong reputation for designing, implementing, and supporting solutions that help our business partners achieve their goals. We have been recognized for outstanding performance by several top manufacturers and industry associations.

Our credentials, combined with our membership in the Technology Assurance Group, have enabled TouchPoint Networks to grow and establish partnerships with businesses throughout Oregon, across the United States, and globally. We operate three offices

along the I-5 corridor in Portland,
Eugene, and Medford.