



Gary Gonzalez
President

TouchPoint Networks Celebrates 25 Years of Building Relationships, Innovation, and Community Impact

Founders Reflect on a Legacy of Trust, Adaptability, and Client-First Service

PORTLAND, OR – April 15, 2026 – TouchPoint Networks, a leading managed technology services provider (MTSP), is celebrating its 25th anniversary, marking a quarter-century of helping organizations stay connected, secure, and operational through evolving technology solutions. Founded on June 1, TouchPoint Networks was built with a clear mission: to earn clients’ trust by serving them the right way.

“We started this company because we saw what our clients were going through,” said Tamara Gonzalez, co-founder of TouchPoint Networks. “At our inception, we were part of a company that had been sold, and within a couple of years, we saw firsthand how the new ownership changed how customers were treated. Instead of sitting back as employees, we knew there had to be a better way to ensure the people who put their faith in us would be treated with respect. That was one of the reasons we started the company in the first place -to make sure that the clients who purchased from us received exactly what they were promised.” That experience became the foundation for TouchPoint Networks. From the very beginning, the company

prioritized relationships over transactions, even honoring early client commitments under difficult circumstances to ensure businesses could continue operating.

More than 25 years later, the founders continue to honor those principles and thrive because of their integrity-based approach. A key driver of that success has been the company’s ability to evolve alongside the rapid pace of technological change – expanding from voice systems into VoIP, networking, IT services, and advanced communication solutions.

“What we are most proud of is our ability to adapt,” Tamara said. “Technology has changed dramatically over the last 25 years, and we’ve evolved right alongside it to continue delivering real value to our clients.” That adaptability has enabled TouchPoint Networks to support a wide range of organizations—from schools and government entities to large corporations—often in mission-critical environments, including the implementation of emergency communication systems for educational institutions.

At the heart of that success is a highly experienced and dedicated team. “Our people are everything,” said Gary Gonzalez, President. “We’ve built a team that’s incredibly talented and

deeply committed to solving problems the right way.”

One example is Director of Operations, Mike Schrader, who has been with the company for more than 20 years and has led large-scale projects across government, enterprise, and international environments spanning regions such as China and Canada. “He doesn’t just solve problems—he dives deep until he finds the right solution,” Gary added. “That level of expertise is something our clients depend on.”

TouchPoint Networks has also remained committed to innovation, continuously refining how it delivers service. Most recently, the company implemented an AI-powered auto-attendant system in-house that enhances responsiveness while maintaining the human touch—capturing customer needs, generating service tickets, and seamlessly connecting callers to live team members when needed. “The future of IT is going to be heavily driven by AI,” Tamara said. “It’s going to make businesses faster, more efficient, more secure, and more profitable, and we’re focused on helping our clients practically apply AI in a meaningful way.”

Over the years, TouchPoint Networks has earned recognition for both its performance and its community impact. “We’ve been

honored with multiple financial performance awards, community service recognition, Women in Technology honors, and Circle of Excellence achievements,” Tamara said. “Gary has been invited to serve on the TAG MAT team (a private association of industry-wide advisors) and speak at industry conferences, and I’ve also had the opportunity to speak at industry conferences and events. It reflects the level of trust and expertise we’ve built over time.”

That trust extends beyond business operations into the company’s culture and community involvement. TouchPoint Networks offers employees paid time to volunteer, encouraging them to give back both locally and globally. Team members have supported critical infrastructure improvements in underserved regions—including work on a remote island in Fiji—and assisted in disaster recovery efforts following wildfires in Medford. “We care about our employees as people, not just professionals,” Tamara said. “We know what’s going on in their lives and we support them however we can.”

Ultimately, the company’s longevity comes down to a consistent focus on relationships. “At the core of everything we do are relationships - with our clients, our vendors, and our team,” Tamara said. “That’s what has sustained us for 25 years and continues to drive us forward.”

That same philosophy is why clients continue to stay with TouchPoint Networks year after year. “Our clients stay with us because we genuinely look out for their best interests,” Gary added. “We treat their business like it’s our own, and that level of care makes a difference.”

As TouchPoint Networks looks toward the future, the company remains focused on continuing its tradition of service while helping clients navigate the next wave of technological change. “Technology will continue to evolve,” Gary said. “But relationships—that’s what lasts. That’s what we’ve built this company on, and that’s what will carry us forward.”

ABOUT TOUCHPOINT NETWORKS

Gary Gonzalez and Tamara Gonzalez are the owners of TouchPoint Networks, a member of the Technology Assurance Group (TAG). TouchPoint is a managed IT services provider focused on helping businesses become more profitable, secure, and efficient through the strategic use of technology.

For over 25 years, TouchPoint has partnered with clients to understand their unique goals and deliver solutions that provide a competitive advantage while reducing the risks of cost and obsolescence. The company’s success is built on strong relationships, deep industry expertise, and a commitment to doing what’s best for each client.

TouchPoint supports clients throughout the Pacific Northwest with a highly responsive team, backed by office locations in Portland, Eugene, and Medford.

For more information, please visit www.asktouchpoint.com.