



Matt Duray
President

CONNECT TELEPHONE & COMPUTER GROUP PROVIDES REMOTE PERFORMANCE MANAGEMENT SOLUTIONS TO CUSTOMERS

*Leading Unified Communications
Provider Helps Customers Pre-Assess
and Continuously Monitor Network
Infrastructure for Smooth Operations*

BILLINGS, MT - April 28,
2011 – Connect Telephone &
Computer Group, an industry
leader in unified communications,
announced today that the company
is providing its customers with
Remote Performance Management
Solutions. This technology offers a
cost-effective remote monitoring
and management capability to
diagnose underlying network
problems, assess network readiness
and monitor application
performance. This advancement is
allowing businesses to capitalize on
powerful applications such as
VoIP, video, SaaS/ cloud services,
disaster recovery and desktop
virtualization.

Gartner analysts caution that
“75 percent of enterprises that do
not perform a pre-implementation
analysis of their IP network
infrastructure will not achieve a
successful VoIP implementation.”
Transitioning physically separate
voice and data networks onto a
single shared infrastructure without
compromising the quality of either
voice traffic or data traffic will
require new practices and
procedures. Remote Performance

Management Solutions play a
central role in successful network
assessment.

“The cloud is growing and as a
result businesses are becoming
increasingly dependent on cloud-
based technologies to run their
businesses,” commented Matt
Duray, President of Connect
Telephone & Computer Group.
“One example revolves around
VoIP technology. Many business
owners are attracted to VoIP
because of its cost savings and
applications that drive employee
productivity; however some
business owners hesitate because
they are concerned about
sacrificing call quality. This often
occurs when companies conduct
business with a technology
provider that does not have the
proper technical expertise or the
tools to successfully deploy IP
based solutions. Leveraging
advanced Remote Performance
Management Software pinpoint
network drains, all the way down to
the appliance. The tool provides
valuable insight that can determine
which appliance such as a PC
within an organization is sucking
up bandwidth causing poor voice or
video quality.”

In order to keep up with the
rapid pace of technology, data
networks will need to become

much stronger, faster, flexible and
transparent. The success of a
business’s operations will be
strongly correlated to network
performance and Remote
Performance Management
Solutions allow businesses to
diagnose network issues and
resolve problems immediately.
Data networks are the lifeblood of
business operations and companies
like Connect Telephone &
Computer Group are proactively
protecting their customers,
increasing their profitability and
providing them with a competitive
advantage.

ABOUT CONNECT TELEPHONE & COMPUTER GROUP

Connect Telephone &
Computer Group is Montana’s
premier telephone and data
communications group. Connect
provides industry-leading products,
serviced by the most certified
technicians in the region. The
company’s local dispatch center
delivers round-the-clock service to
ensure system reliability. The
Connect Group also offers
comprehensive service 24 hours a
day, 7 days a week and emergency
service guaranteed within 4 hours.