# VOICE SMART NETWORKS LAUNCHES DESKTOP OPTIMIZATION CENTER TO JUMPSTART THEIR CUSTOMERS' PRODUCTIVITY

LOS ANGELES/VENTURA/ORANGE COUNTY/SAN DIEGO — March 5, 2013 — Voice Smart Networks, an industry leader in unified communications, announced today that the company has launched a Desktop Optimization Center (DOC) in order to jumpstart their customers' productivity. A DOC is a business support center where administrators monitor networks and remotely control computers, networks or unified communications systems in order to boost performance. Many small to medium-sized businesses are making the move to DOCs in order to reduce the amount of employee downtime on common technical issues and streamline operations.

Voice Smart Networks' DOC constantly monitors and helps to improve the performance of their customers' entire IT infrastructure including computers, devices, applications, networks and the cloud. As a result, network performance is ceaselessly improved and common issues can be fixed faster than ever before. For example, when a customer's employee runs into an issue with a software program on his or her computer, they can call the DOC and a technician will take control of their computer from a remote location and fix the issue immediately. Employees are often astounded when they can watch their issue being fixed before their eyes without having to lift a finger.

The recession has many businesses spread thin, making it tougher than ever to sacrifice valuable IT personnel to fix mundane issues. This places enormous demands on SMBs, who are already searching for ways to maximize employee performance at every opportunity. Simply put, today's businesses cannot afford to wait around for long periods of time before an issue can even begin being worked on.

"The overwhelming majority of computer problems are extremely simple to fix," stated Mark Wadnizak, Partner of Voice Smart Networks. "More often than not, our customers' employees need help locating a misplaced a file, configuring a printer, recovering passwords, fixing software that has malfunctioned temporarily or something else relatively straightforward. The real benefit of our DOC is that employees can resolve their issues fast. When we can get our customers' businesses back up and running quickly, that results in increased profitability for everyone. We firmly believe in always searching for innovative ways to serve the needs of our customers."

**ABOUT VOICE SMART NETWORKS**

Founded in 1982, Voice Smart Networks is Southern California's leading data and voice company. The company's mission is to increase its customers' profitability, improve their productivity and give them a competitive advantage by implementing the right technology. Voice Smart Networks is the only provider that protects its customers from the two risks of technology - obsolescence and cost. As its customers' trusted technology advisor, Voice Smart Networks has earned the position as the market leader and its customers' business through quality products and services.

As a premier member of Technology Assurance Group, Voice Smart Networks is able to fulfill all of its customers' technology needs. This means that the organization is the ultimate resource for business phone systems (VoIP and Session Initiation Protocol (SIP) provisioning), Managed IT Services, Network Security, Video Conferencing and Disaster Recovery.

Voice Smart Networks delivers future technology today! For more information, please visit please call 800-500-2696 or visit us at www.voicesmartnetworks.com.