



Bryan Murfree  
President

## **Telewire, Inc. Increases Customer Profitability in a Down Economy with the Latest Technologies**

*Region's Leading Technology Provider  
Helps Businesses Do More with Less*

SALISBURY, MD – October 28, 2010 – Telewire, Inc., an industry leader in unified communications, announced today that the company is relentlessly educating its customers on the latest technologies designed to increase their profitability and enhance employee productivity, particularly in these tough economic times. The technologies that Telewire is focusing on helps companies do more with less. While the economic whiplash has sent many companies back to the starting block, others are capitalizing on these types of advancements to better position themselves for recovery. The financial gurus may try to convince business owners that a dreaded double-dip is imminent, but for the technologically adept, an uptrend is more likely. Telewire, is paving the way by introducing businesses to leading edge technologies that drive profitability, now.

“We understand that the economy has mounted tremendous pressure on our customers to be more productive, with fewer resources at their disposal. We believe that it is our responsibility to proactively search and deploy solutions that drive our customers’ profitability and provide them with a competitive advantage. It’s up to

us to make sure that our customers have technology that enables them to do more with less,” stated President, Bryan Murfree.

One of the ways that Telewire is boosting customer profitability is through an application called presence management. This application eliminates the guessing game of knowing where people are and what they’re doing, and allows individuals to indicate their status (in a meeting, “back at 2pm,” at lunch, “send calls to my cell”, etc.) and promises “you’ll never miss a call again.” By increasing the speed of communication, more opportunities can be seized; more current customers can be satisfied, and more profits can make it to the bottom line.

Similarly, Telewire is utilizing call recording technology in order to help organizations increase employee productivity. According to Dr. Jon Anton from Purdue University, “On average, employees answer the phone 19% faster, spend 29% less time on the phone and do after-call work three times faster when they know they’re being recorded.” Remarkably, many business owners have not adopted call recording technologies. Telewire, Inc. is looking to “bridge the gap” by educating their customers on solutions aimed to help small to

mid-sized businesses come out on top.

### **ABOUT TELEWIRE, INC.**

Telewire is a locally owned and operated telecommunications company specializing in the communications needs of the Delmarva business community. The company offers a broad range of voice and data services, as well as the latest innovations in office equipment. Telewire has established strategic partnerships with a spectrum of leading edge business system providers such as Mitel and Zultys enabling the company to deliver the most advanced applications, including: Multi-Node Networking, IP Telephony, Unified Messaging, Interactive Voice Response and Voice Mail Integration. With over 25 years of experience in the telecommunications industry, Telewire has the resources and expertise to find multiple solutions for any business problem. Regardless of the size of business, Telewire can design a system which is efficient, user-friendly and cost-effective.

For more information on Telewire, please call (410)749-2355 or visit [www.telewire-inc.com](http://www.telewire-inc.com).