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President

## **TELEWIRE, INC. PROVIDES REMOTE PERFORMANCE MANAGEMENT SOLUTIONS TO CUSTOMERS**

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

SALISBURY, MD - December 29, 2010 – Telewire, Inc., 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 Bryan Murfree, President of Telewire. “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 Telewire are proactively protecting their customers, increasing their profitability and providing them with a competitive advantage.

### **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).