



Donald Bugos  
President

## **COMSYS LAUNCHES DESKTOP OPTIMIZATION CENTER TO JUMPSTART THEIR CUSTOMERS' PRODUCTIVITY**

GAINESVILLE, FL — January 29, 2013 — ComSys, 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.

ComSys's 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 Donald Bugos, President of ComSys. "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 COMSYS**

The history of Communication Systems, Inc. (dba ComSys) dates back to 1981.

The company is North Central Florida's most customer-oriented business technology solutions company - providing commercial customers with a single point of contact for quality, cost effective, converged voice and data solutions.

ComSys recognizes the critical need for a solutions provider that combines leading edge technology with quality service and support, and, is committed to establishing lasting business relationships with their clients. The company's goal is maximum customer satisfaction through total customer service.

ComSys is one of a select few converged solution providers nationwide that qualify to be a Technology Assurance Group (TAG) member.

ComSys provides VoIP Telephone Systems, Hosted Phone Systems, Call Center Solutions, Video Solutions, Structured Cabling and Wiring to businesses throughout the Gainesville, Ocala, Lake City and Leesburg areas. Our National Services Network can support and deliver our full range of products and services almost anywhere in the United States.

For more information on ComSys, in Gainesville - call 352.332.0359; in Ocala - call 352.622.3100; Nationwide - call 800.332.0359.