

Client Handbook

2024 Volume 6



Your Technology Specialists
313.371.9440 // www.gtsdirect.com

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Why GTS?

Massive Ecosystem of Cloud, Telecom & Cybersecurity Solutions

- One-stop communication consulting
- Providing exceptional service to businesses of all sizes
- Complementary cost management; invoice and contract review included

Industry Respected, Subject Matter Experts

- Founded in 2001, GTS now has more than 3,000 customers globally
- Consistently adding new, emerging technology providers
- Knowledgeable, approachable and transparent consultants

Consultative Approach to Solving Business Problems

- Vendor agnostic perspective on all engagements
- Tailor-fit solutions and competitive bidding/pricing
- 95% customer retention rate

Extraordinary Customer Support

- GTS support will assist with every telecom need, regardless of provider or request
- Lifecycle project management saves time and improves efficiency
- Live support, 8:00 a.m. - 5:00 p.m. Monday through Friday



CYBERSECURITY



INTERNET



CLOUD APPLICATIONS



MOBILITY



NETWORK CONNECTIVITY



VOICE



MANAGED SERVICES



Includes:

Malware/Ransomware/
Phishing

Vulnerability & Penetration
Testing

End-Point/Edge Protection

Compliance Testing

WFH /Remote Employees

Employee Security Training

24/7/365 Live Monitoring

VPN

Cybersecurity

Discussion Questions

How would you know if an unauthorized person accessed your data? How often do you test for vulnerabilities?

In the event of a breach, does your business have an Incident Response plan in place?

How confident are you with your current security solution? Have you completed a security assessment recently?

Are you confident that you are appropriately protected and that you have visibility to detect active security concerns?

Are you aware of any security incidents occurring over the last year? If so, what were they? What was the extent of the incident? What were your takeaways?

Featured Providers



Did you know?

85% of cybersecurity breaches are caused by human error.

94% of all malware is delivered by email.

80% of cybersecurity events involve phishing attacks.



Includes:

Broadband/Coax

Satellite & Wireless Connectivity

Dedicated Fiber

Dark Fiber

MPLS

Direct Route to AWS/Azure

4G/5G/LTE

Remote WiFi – Prioritization

Connectivity >>>>

Discussion Questions

Who provides your bandwidth today? How long has this solution been in place?

Do you have redundancy and diversity built into your network today?

What type of issues or challenges have you experienced with your current solution(s)? Have you run into any pressing issues with your connection overall?

How do your remote employees access the VPN?

Do you have visibility into your bandwidth utilization, packet-loss or jitter?

Did you know? <<<<

- GTS provides service and project management? This includes moves, adds, changes, etc.
- GTS has tools available to our partners such as FiberLocator to look up connectivity options for their customers?

Featured Providers





Includes:

Bandwidth Aggregation

Network Visibility

Intelligent Routing

Business Application
Prioritization

Auto-Failover

MPLS Alternative

Firewall/Security
Add-On's Available

SD-WAN

Software-defined Network in a Wide Area Network

Discussion Questions

How familiar are you with SD-WAN?

How many locations do you have? Do you have a failover solution in place today?

How do you prioritize your mission critical applications?

Do you know your average bandwidth utilization?

What is the company tolerance for downtime?

USE CASE

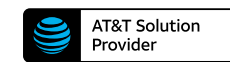
A commercial dealer located in Georgia with 1,500 employees and 30 locations saved \$150,000 in the first year deploying a SD-WAN solution.

The client wanted a solution that reduced the network complexity, improved the quality of service, supported continued growth and was able to replace their expensive MPLS connectivity.

After implementation of the new SD-WAN solution, the customer was able to work with any major telecom or cable provider for dedicated internet access, allowing for redundancy. Additional advantages are increased uptime, network visibility, flexibility, and considerable savings.



Featured Providers



Did you know?

- Many carriers are willing to provide a proof-of-concept before a commitment.
- Some SD-WAN providers will offer simple set up solutions that sit outside the firewall.



Includes:

- Cloud Storage
- Redundancy & Business Continuity
- Disaster Recovery
- Back-Up
- Compliance Requirements
- AWS/Azure/Google Cloud
- Public vs. Private Cloud

Colo and Cloud Services >>>>

Discussion Questions

What is your understanding of Cloud Services? What applications have you moved to the Cloud?

How does your disaster recovery and business continuity plan look today?

What tools do you have to monitor, troubleshoot and remote into your application infrastructure 24/7?

Do you have upcoming projects? Do you have ample storage to accommodate them?

What are your company's mission critical applications? How are these performing today?

Did you know? <<<<

- When information is stored in the Cloud, it reduces the concern of data loss.
- Customers tend to underestimate the bandwidth they require when moving to the Cloud.
- Back-up refers to on-site solution and disaster recovery is off-site. (This is often a common misconception!)
- GTS is capable of finding colocation space for clients anywhere in the world as well as accommodate any compliance requirements.
- Some colocation providers can offer single-source connectivity to multiple Cloud services (i.e., Salesforce, Azure, AWS).

Featured Providers





Includes:

Temperature Controls

Sensors

Asset Tracking

Mobile Device Management

Proactive Mobile Optimization

Mobile Security

Mass notification systems

IoT (Internet of Things) & Mobility

Discussion Questions

How do you handle asset management and tracking today?

Are you able to put real time information in the hands of your field management to allow them to make better decisions?

Can you identify equipment that is not performing properly before it breaks?

Are mobility issues overwhelming your help desk?

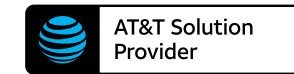
USE CASE

GTS was selected to review a large Midwest utility provider. We assessed the customer's current machine to machine / IoT cellular environment. In the process, GTS was able to identify that nearly 10% of the devices had no traffic and could be cancelled. This immediately saved the client more than \$15,000 a month or \$180,000 per year.

Additionally, when GTS reviewed the current rates of the machine to machine / IoT services, we were able to negotiate a 20% cost reduction on the current spend. This amounted to savings of more than \$50,000 per month or \$600,000 per year. Once the suggestions were approved, GTS assisted with the implementation and validation of the cost savings.



Featured Providers





Includes:

- Multiple Vendors/Invoices
- Inventory/Auditing
- Cost Management
- Mobility Management
- Budget vs. Spend
- Contract/Renewal Reviews
- Billing Reviews

Expense Management >>>>

Discussion Questions

- Have you reviewed your telecom spend in the last year? Are your invoices audited on a monthly basis?
- Are you frustrated having to spend time resolving billing issues with your vendors?
- Do you have a convenient and simplified way to address your invoices in one place?
- Are your telecom orders reconciled with your inventory and invoices?
- Is your accounts payable team overwhelmed? Do they manually enter invoice payment data?

USE CASE

An automotive supplier recently selected a telecom expense company (TEM) to assist them. The automotive supplier had dozens of carrier invoices and tremendous turnover in accounts payable.

The TEM provided their expertise, software and ongoing support. Implementing the software has helped the client have transparency in the lifecycle of all monthly invoices, automate invoice auditing and centralize the data/reporting to enable strategic decision making. It has also eliminated all client data entry requirements.

The new solution ultimately reduced their total technology spend by more than \$285,000 annually.



Featured Providers



Did you know?

- The monthly telecom expense management software often pays for itself from the savings and credits that are identified.
- Many telecom expense management solutions are able to integrate directly into your organization's financial software package.



Includes:

Microsoft 365 Licensing

Webcasting/
Webinar Licenses

Remote IT/Desktop Support

Video Conferencing

Software-as-a-Service >>>>

Discussion Questions

Do you use O365 today? Do you have challenges tracking the quantity of your licenses?

Do you have licenses that renew at different times? Are you looking for an alternative to long-term Microsoft contracts?

Has your business experienced a software audit from Microsoft?

Do you have 24/7 U.S.-based support with your current provider for questions or challenges that may arise?

What type of collaboration do you use daily? Do you have a need for larger virtual events?

USE CASE

A healthcare organization with 1,700 employees has 20 bills per month. They spend 8 hours each month on reconciliation and they needed assistance with Microsoft service. The customer also experienced a costly and time-consuming audit within the past year. In addition, their licensing model was inflexible.

A GTS valued provider was able to consolidate the billing down to one invoice per month and move them to a new platform and a month-to-month consumption model.

The new platform allowed them to scale their licenses up or down at any time. The customer experienced thousands of dollars in savings per month after right-sizing the licenses.



Featured Providers





Includes:

Video Surveillance

24/7/365 Cloud Monitoring

Mass Notifications

Access Control

Mobile Duress

Thermal Imaging

Fire Alarm

Visitor Management

Active Shooter/Threat Detection

Wandering Patient/Infant Protection

Building Automation Systems

Facial Recognition

Security: Physical/Access Control

Discussion Questions

Do you have any new locations or remodels in the next 12 months that would require new Access Control or CCTV?

What access control and CCTV system do you use today? Does your company have a global standard for physical security?

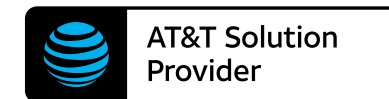
Do you have VMS, POE switch or camera manufacturing standards?

Are you happy with your current system? If you could make changes/improvements, what would those be?

Did you know?

- Monitoring services offer incredible value on interfering with crimes in progress, enhancing police response times and lowering fees from false alarms.
- Traditional on-premise solutions provide minimal redundancy, untimely hardware malfunctions, overloaded storage, and a single point of failure.

Featured Providers





Includes:

- Traditional Lines (POTS)
- Hosted/On-Premise PBX
- SMS/ MMS Messaging
- Group Chat/Collaboration
- CRM Integration
- Auto-Attendant
- Quality Management, Analytics & Dashboards
- Call Recording
- Virtual Meetings

Unified Communications (UCaaS), Hosted PBX & Traditional Voice

Discussion Questions

Are you familiar with the advantages of unified communications? Are there features that your current system does not have that you would like to have?

How many offices do you have? How are you communicating with your employees, prospects and clients? What collaboration tools are you using today?

How is the service/maintenance with your current provider?

Do you have remote employees that need mobile or soft phone capabilities?

How is the reporting with your current system? Are there reports you feel you are missing?

USE CASE

A U.S.-based medical device company that develops and manufactures brands in more than 90 countries needed a solution that could connect all of their 2,000 employees worldwide.

GTS found a unified communications provider that was able to assist with unlimited extensions and collaboration capabilities to enable their employees to easily work remotely and communicate from anywhere. The UCaaS provider was able to offer calls, messaging, and video conferencing — all in one application on a stable, reliable platform.



Featured Providers





Includes:

- Call Center
- Help Desk
- Customer Experience
- Real-time and Historical Reporting
- Customer Support
- Performance Management
- Remote Workers
- Automated Call Distribution
- Customer Feedback Management
- Omni-Channel Session Handling (Chat, SMS, Voice)

Call Center/Contact Center (CCaaS)

Discussion Questions

How are your customers contacting you today?

Do you have remote workers in your contact centers? How do you train and coach these remote workers? Are all of your calls currently recorded?

Do you currently serve your customers through web chat, email, or social media in addition to calls? Can your agents handle all of them through one environment?

Is your contact center integrated into your CRM?

Is there reporting or analytics would be helpful for you today?

Did you know?

- The most frustrating aspect of customer service is an automated telephone system (the inability to reach a live person for customer support).
- 41% of customers have stopped using a product or service after having to repeat themselves over and over or after being passed from rep to rep.
- 96% of customers expect their issues to be resolved (quickly) on the channel of their choice (Chat, SMS, Email, Voice).

Featured Providers





Includes:

Multi-location organization

Complex Billing

Multiple Carriers

Insight into usage/
performance

Multiple Invoices (access,
network, equipment,
mobility, software, etc.)

Improves efficiency/one-portal
for all telecom spend

Telco Aggregators >>>>

Discussion Questions

Do you have multiple locations, carriers, and services?

Would it be helpful to consolidate multiple services and multiple monthly invoices?

Would your business benefit from a single point of contact?

Would you like the added convenience of managing and monitoring all the equipment and circuits in your network, even those devices not included in the solution?

Would a single portal to view all services at all locations, manage and pay invoices, and generate custom reports improve the efficiency of your team?

USE CASE

A GTS customer with 89 U.S.-based locations across many different states was looking to simplify management of a complex telecommunications network. They needed better analysis of their network to better understand the difficulties and solutions. They preferred one monthly invoice for all telecommunication services and ideally, cost savings on telecommunication services.

GTS was able to offer an aggregator that could provide one invoice for all services. The aggregator provided easy-to-use management tools and became their single point of contact. This solution allowed the organization to save approximately 20% monthly on their telecommunication costs.



Featured Providers

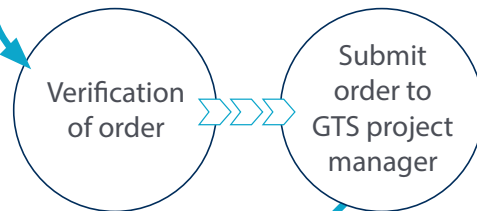


GTS Project Management Process

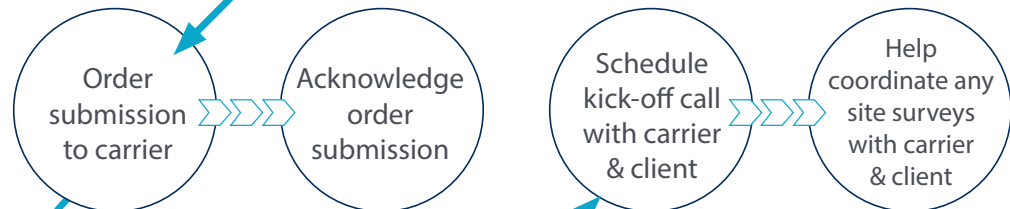
Customer



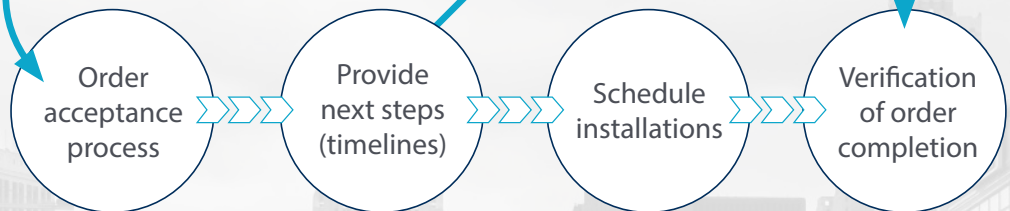
GTS Sales



GTS Project Manager



Carrier

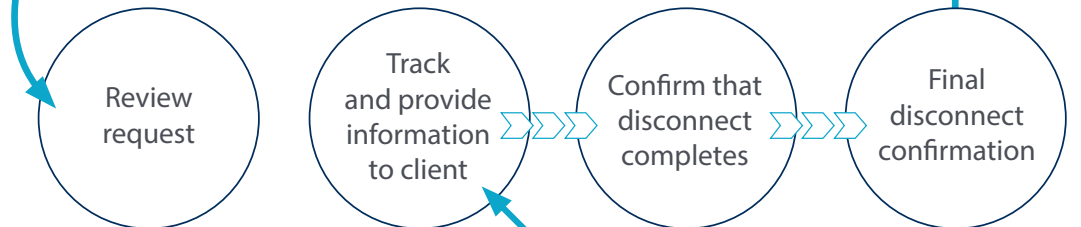


Post Installation Disconnect Process

Customer



GTS Project Manager



Incumbent Carrier



GTS project manager, sales & client first bill review



New Office Move Checklist

LOGISTICS

- > Current office address
- > Lease/sale date
- > Is the lease/sale finalized?
- > New office address
- > Date of move
- > Date of official office opening
- > Have you coordinated the move-date and transportation?
- > Do you need to coordinate for parking accommodations or passes at the new office?
- > How will you manage physical guest access to the building/office?
- > Do you have any large or managed printers that need to be moved?
- > Are you moving furniture? If so, how long do you plan to have people working remote while it is installed?
- > Will you have a segmented move, a few departments at a time?
- > Who will be moving/installing the equipment?

APPLICATIONS

- > Do you have servers on-site at your existing office? **Include computer, storage and applications.**
- > Are you moving these offsite or to the new office?
- > Do you have a company website and/or intranet?
 - If yes, where are these being hosted?
 - Will you be using any migration or replication services?
- > Do you have any Cloud infrastructure today? AWS, Azure, Google, etc.. And are you leveraging Cloud Connects or Express Routes?
- > Are any on-premise applications migrating to SaaS applications before/during the move?
- > How do you handle remote user access? Including authorization and security.

INFRASTRUCTURE

- > Are there any concerns of existing services or ongoing contracts? Are you keeping current providers for any service? **This includes voice, internet, static IPs, fax, print.**
 - If yes, can the existing provider service your new location?
 - If yes, have you planned for scheduled downtime to complete the cutover?
- > Are you considering hosted voice? Have you thought of deployment pre-move?
- > Have you confirmed whether there are any union riser restrictions (if multi-tenant/floor)? **Including subcontractors — build permits and regulations.**
- > Are you replicating your current internal IP addressing scheme at your new office?
- > Is there any additional equipment needed at the new location? **This can include routers, switches, firewalls, access points (anything that needs a refresh or add-on).**
 - Do you have PoE to the workstations, conference rooms, security cameras, etc.?
- > Will you have video surveillance throughout the office?
- > How do you plan to handle wireless access within the office?
 - Do you plan to segment guest Wi-Fi?
 - Do you need a managed solution?
- > Will you need structured cabling installed throughout the building/office?
- > Will you be using Cat5e, Cat6, Cat6a, etc.? Will there be IDFs throughout the office?
- > Are any conference rooms set-up and wired for the applicable equipment needed?
- > Are there specific audio/video needs in any of the conference rooms?



Remote Employee Checklist

Discussion QUESTIONS

What challenges have you uncovered with your Work From Home (WFH) environment? Have you had any issues or needed functionality that your current communication platform does not offer?

Can your employees troubleshoot connectivity issues on their own? Do your employees have the ability to prioritize their WFH network?

How have you increased security for your remote workforce? What additional checks and balances have you put in place?

How do you keep employees motivated and engaged?

How do you measure your employees' performance while they are WFH?

How has the transition affected your overall employee experience?

How do you have the ability to record incoming customer calls?

Can you manage your call center remotely? If so, what challenges have you experienced?

Do you have the ability to view call traffic (call volume/abandonment) reports with your current platform?

Do your employees use their personal devices for work purposes?

TRENDS

73% of all teams will have remote workers by 2028.

86% of workers are more productive when working remotely.

34% of U.S. workers would take a pay cut up to 5% in order to work remotely.

29% more of remote workers say they're happy in their jobs when compared to on-site workers.

82% of telecommuters reported lower stress levels — and data shows less stress leads to happier, more engaged employees.

80% of telecommuters report higher morale, and 69% of telecommuters reported lower absenteeism.

68% of remote workers say they are not concerned working remotely will impact their career progression.

GO REMOTE TECHNOLOGY SERVICES

Connectivity // Security // Unified Communications // Call Center in the Cloud
Desktop as a Service // Conferencing & Collaboration // SMS Text Messaging
Mobile Device Management // Workforce Management // Productivity Analytics



What Our Customers Say About Us

I consider GTS one of my most valued IT partners. I first teamed up with Mark Stackpoole and his team back in 2010 shortly after taking a new position. I quickly discovered the need to get my company's voice and data contracts under control. GTS provided an analysis of all services and brokered new deals saving big dollars across my voice and data spend. Having nearly 20 locations in multiple states, GTS provides me the industry expertise to choose the right products and services from a multitude of carriers at each location. They understand my needs, preferred vendors and propose solutions at the right cost on a consistent basis. They are also an extension to my support team and provide problem resolution and project management for major initiatives. I can't imagine operating without them!

— Jeff Fouchia // The Macomb Group

GTS is truly a strategic partner for us. Being a small IT shop with big customer needs, GTS has taken a huge burden off our shoulders by presenting right-sized telecom solutions instead of us having to randomly search for local providers with crossed fingers. GTS continues to meet every challenging service request with effective and easy to understand options. After the order has been placed, GTS guides us through the install process, including providing post-install support. GTS has also helped us cancel unused and, often, expensive legacy telecom services, providing substantial cost savings. The GTS management team places a strong emphasis on service and their team never fails to deliver. It is a pleasure to work with all of the GTS staff.

— National Provider of Industrial Utility Services

GTS did a nice job consulting on our communication needs as a whole and helped make it very clear which UCAAS provider was best for us now. This fundamentally transforms how we do businesses by making easier to support our Credit Union members, and makes it easier to enable a productive remote workforce.

— David Cochrane // MemberFirst Mortgage



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