

## Maryland Telephone Customer Advocates to Introduce Managed IT Services to Small and Mid-Sized Businesses

*Outsourcing the Management of Data Networks Enables Companies to Focus on Their Core Competencies*

TOWSON, MD — December 22, 2008 — Maryland Telephone, an industry leader in business communications, announced today that the company's Customer Advocates will introduce managed IT services to the region's small to mid-sized businesses. By outsourcing the management of an organization's data network and infrastructure to Maryland Telephone, they can focus all of their energy and resources on their core competency.

"Running an efficient network is not easy, especially with the convergence of voice and data," said Michael Cook, president of Maryland Telephone. "Too often companies are caught up in day-to-day operations that mission-critical network maintenance and security management get overlooked. Unfortunately, most businesses do not have the resources to properly maintain, support, and keep their technology up to date. Managing the network is our core competency so it makes sense to outsource this important function to our team of industry experts."

Managed IT services was designed to assist companies in not only monitoring their network, IT infrastructure, and phone system but providing methods and tools for maximum utilization. Types of services include remote network monitoring and reporting 24 hours a day, 7 days a week, firewall

monitoring, intrusion detection, patch assessment and vulnerability scanning, preventative tasks, disaster recovery, data backup and regular performance analysis. Maryland Telephone also offers help desk support on any issue an employee may face.

Outsourcing the support of a company's network has a number of unique benefits. First and foremost, Maryland Telephone's experts in the field analyze the network to develop a complete game plan. Modeling and simulation tools assess current network traffic and evaluate the performance of desired enhancements and upgrades to determine the most appropriate solution before implementation. The end result is a custom designed system that supports future growth and change through flexible and scalable network environments. Maryland Telephone is quickly becoming their customers' trusted advisor offering CIO level of advice to their businesses.

"It doesn't make economic sense for a business to incur the cost of adding full time in-house IT professionals with all of the loaded costs that come with it when this function can be outsourced saving thousands of dollars each year," added Mr. Cook. "We've developed a detailed communication plan that our Customer Advocates will execute so all of the businesses we serve are educated the value of our managed IT services offering. During this economic downturn

companies must evaluate the manner in which they conduct business and look for these types of solutions that have the power of increasing their profitability, while giving them a competitive advantage."

### **ABOUT MARYLAND TELEPHONE**

Since 1974, Maryland Telephone has been a leading provider of innovative telecommunications solutions. The company offers comprehensive, high-quality communications services including business telephone systems, computer telephony integration (CTI), wireless communications, local and long distance service, networking, broadband connectivity and videoconferencing.

Through the company's strategic partnerships with major manufacturers including Inter-Tel and Verizon, Maryland Telephone brings state-of-the-art communications products to market. Maryland Telephone's mission is to reduce its customers' costs while improving their telecommunications capabilities. As basic as this mission statement sounds, it has been a successful one for the company, ensuring consistent growth and helping expand into the global marketplace.

For more information on Maryland Telephone, call 800-296-7201 or visit [www.mdtelephone.com](http://www.mdtelephone.com).