



Unified Communications

The way we work is changing. Now more than ever, employees need to connect and communicate from home, on the road, and across widely dispersed locations.

Businesses empowering workers with “anywhere, any time” Unified Communications (UC) capabilities gain a distinct competitive advantage. Your organization can leverage UC solutions to:

- » **Slash spending.** Eliminate unnecessary travel, reduce facility expenses, and lower phone and conferencing bills.
- » **Get more done.** Enable employees to spend less time trying to locate people and more time working.
- » **Satisfy customers.** Give customers a choice of interacting by phone, Internet, text chat, or e-mail.
- » **Go green.** Support telework to use less energy in your facilities and reduce gas consumption.
- » **Boost revenue.** Streamline your business processes, enhance efficiency, and accelerate decisionmaking.

GTRI delivers three main types of UC offerings:

- » **Connect anywhere capabilities** that allow your employees and co-workers to connect virtually anywhere, at any time.
- » **Rich media solutions** leveraging voice, video, and Web collaboration technologies that enable our customers to work together across remote locations easily and effectively.
- » **UC applications** ranging from standard applications for customer service and call routing to custom-coded applications designed to your specific requirements.

UC OFFERINGS FROM GTRI

Connect anywhere capabilities

- Unified mobility
- Extension mobility
- Teleworking infrastructure
- Unified messaging
- IP Interoperability and Collaboration System (IPICS)

Rich media solutions

- Voice
- Video
- Web collaboration

UC applications

- Push to talk, paging, texting, call recording
- Cisco Unified Application Environment (CUAE)
- Interactive Voice Response (IVR)
- Custom-coded

About Global Technology Resources, Inc.



A LETTER FROM GTRI'S EXECUTIVE TEAM

In 1998, we launched our business as a three-man operation out of a home office. Today, GTRI is a 150-person firm with a national footprint, clients across multiple industries, and annual revenues exceeding \$150 million. We have evolved from simply selling computer hardware to delivering strategic IT solutions, which have recently included:



- » Improving the speed and efficiency of the nation's 911 emergency response capabilities
- » Safeguarding a national gas pipeline in accordance with evolving security requirements
- » Enhancing the quality of patient care in a cutting-edge healthcare facility
- » Managing and securing data used in next-generation military, transportation and space exploration projects

Early on, we dedicated ourselves to one principle – customer loyalty. Companies often mention customer satisfaction as a core value, but concrete actions are less common. Over the years, GTRI has taken hundreds of iterative steps to improve service delivery, including:

- » Developing a dedicated customer support model spanning account executives, inside sales representatives, and consulting engineers
- » Customizing, automating and adopting our proprietary service delivery model
- » Building an automated quality tracking system for project delivery and product fulfillment
- » Receiving ISO 9001:2008 quality management certification

We wouldn't be where we are today without our customers' continued support and constructive feedback along the way. We welcome the opportunity to find out how we can help your organization achieve its business goals, and to earn your loyalty.

We look forward to working with you!

Lance K. Vierra
Chairman and President

Greg C. Byles
EVP of Sales

Glenn B. Smith
EVP of Operations

What we do

Data Center Computing

GTRI offers a consultative, holistic approach to help you use your data center resources more effectively and drive down costs.

GlobalSure™ Managed Services

With GlobalSure Managed Services, GTRI keeps an expert eye on your IT so that you can stay focused on your core competencies.

IPv6

Drawing upon extensive experience in IPv6 planning and deployment, GTRI can provide expert direction to guide you through the IPv6 transition process.

IT Staffing

GTRI aligns itself with the most talented IT professionals in key markets to help you meet your staffing needs.

Network Consulting

Expert GTRI consultants can optimize your network for availability, performance, scalability, flexibility, security, lower cost of ownership, and ease of operation.

Security

GTRI can design and implement a customized security solution to help you protect your core network, minimize risk, and keep your business-critical systems up and running.

Service Contract Support

When you purchase hardware from GTRI, we manage your service contracts at no additional charge, providing you with a single point of contact and accountability.

Structured Cabling

GTRI offers comprehensive cabling solutions that deliver long-lasting benefits, including lower costs for relocations, changes, and upgrades.

Unified Communications

With an expert UC solution from GTRI, you can empower your employees and co-workers to connect virtually anywhere, at any time.

Wireless

GTRI delivers end-to-end wireless solutions customized to each customer's unique requirements for range, coverage, performance, security, and manageability.



990 S. Broadway, Suite 400 / Denver CO 80209

877.603.1984 / 303.455.8800

www.gtri.com