



Small to Mid-sized Businesses Reap the Benefits of CA Communications'

Customer Centric Programs

Company Reports Strong Customer Satisfaction Levels By Bucking the Trend of Scaling Back in a Down Economy

MINNEAPOLIS, MN — March 18, 2009 CA Communications, an industry leader in business communications, announced today that the area's small to mid-sized businesses are reaping the benefits from customer centric programs that the company deployed over the years. A number of innovative programs were designed by CA Communications to continually enhance satisfaction levels, especially during recessionary periods. While most companies cut back services and technology solutions, CA Communications is expanding to help organizations increase profitability and employee productivity.

A few years ago CA Communications conducted a thorough needs analysis of their customer base and found that companies were interested in learning more about the latest developments in communications, find creative ways to reduce costs, and obtain a better understanding of how to efficiently utilize technology to grow their organizations. However, these same companies didn't have the means, resources, or expertise to stay at the forefront of advancements in technology. As a result the Customer Advocate Department was born. Today, CA Communications' Customer Advocates educate companies about technologies that they haven't currently adopted that could greatly benefit their business. Some examples of these technologies include Voice over Internet (VoIP), SIP Trunking, call accounting, web and audio conferencing, and GPS tracking systems for vehicles.

Another CA Communications program where businesses are reaping the benefits is in managed IT services. Essentially, CA Communications'

customers outsource the management of their data network and infrastructure so they can focus all of their energy on their core competency. Running an efficient network is not easy, especially with the convergence of voice and data. 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 network up to date. Offloading this function to an expert like CA Communications helps companies concentrate on growing their business.

In today's environment, budgets for most businesses are extremely tight. A program that has become vastly popular is CA Communications' Current Technology Assurance Plan (C-TAP). C-TAP's two most important objectives are to eliminate technology's obsolescence through refresh, while providing a true cost of ownership. Rather than paying cash up front for a depreciating asset like technology, companies pay a fixed monthly cost that is recorded in an operating budget. This enhances the financial health from both tax and budgeting standpoints. The cost is a known entity and customers on C-TAP never receive another invoice. Included in C-TAP are all of the professional services that CA Communications offers.

"Our dedication to developing customer centric programs that drive satisfaction has enabled us to envision and prepare for market trends before they even occur," said Marc Agar, President & CEO of CA Communications. "Creating programs like customer advocacy, managed IT services, and C-TAP help companies change the way they do business, allow them to conserve cash, and give them affordable access to new technology. Historically, customer service for most companies dramatically

declines during a recession. I'm proud to say that our customers experience the exact opposite."

ABOUT CA COMMUNICATIONS, INC.

CA Communications is a business resource for all of our customers' telecommunications, computer hardware, software, service, and support needs. With over 20 years of experience in design, installation and service of voice, data, and networked communication systems, CA Communications understands business communication needs and can customize a system to exact specifications.

CA Communications provides its customers with industry leading products, which are serviced by factory certified technicians. The company is an authorized Toshiba dealer and can equip any organization with a traditional phone system or provide cutting edge technology such as IP Telephony.

Through its partner network CA can also provide service and parts for other major phone systems including; Fujitsu, Panasonic, Vodavi, Executone, Nortel, and Lucent/Avaya/AT&T.

CA Communications offers local dial tone, long distance services and data services such as VPN, ATM, and Frame Relay. Through its partner network, CA Communications can provide data services and equipment including: Microsoft NT and 2000 Server, MS Windows 95/98/XP, MS Exchange Server, Microsoft Office, Cisco, Novell Netware and Novell Groupwise.

For more information on CA Communications, please call (952) 473-3100 or visit www.cacommunications.com.