



News Release

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Computer Telephony Distributing Certifies Gateway Communication Services in EasyRun's Contact Center Technology

Greenville, SC, March 21, 2011—Computer Telephony Distributing (CTD) certifies and congratulates Brian Green and Brandon Mulvey from Gateway Communications Services, Inc. (Gateway CSI) on completing EasyRun's Engineering and Technical Training.

Gateway CSI, based in Maryland with offices in Stevensville and Silver Spring, provides advanced technical call center services and private label products to cable, internet, telecommunications and applications service providers. The company also provides Mid-Atlantic businesses and government agencies with customized high quality communications and IT services. The company's in-house Contact Center currently operates with multiple agents and they plan to grow considerably in the near future.

Gilbert Smith, President of Gateway CSI, worked in conjunction with CTD's engineering and sales team on the installation and deployment of their EasyRun Contact Center Solution. Smith wanted to ensure that Gateway's team had technically trained and certified members in-house to increase the functionality of its Contact Center.

Brian and Brandon attend a five-day EasyRun Training Course held at CTD's Headquarters in the upstate of South Carolina. The class was taught by Daniel Redding; Ofer Greenberg, VP of Sales at EasyRun; along with Michael Light.

Why a New Contact Center Solution:

Gateway CSI was looking for a solution that would not only enhance its day-to-day operations but also provide the ability to have an endless supply of custom real-time reporting, along with the availability to add or move agents "on the fly." The company's past Contact Center application provided very limited reporting, and the company had

encountered unforeseen bad surprises with its service. Gilbert and his team were hoping to improve their system quickly, and that is where their investigation of the EasyRun solution began.

When Gateway CSI was looking for a new solution for its Contact Center, the decision came down between Interactive Intelligence and EasyRun. The two solutions have similar functionalities, but Gateway's choice came down to the fact that EasyRun is at a more competitive price point for their budget.

Implementation Process at Gateway:

Brian Green, who oversees the call center operations at Gateway CSI, described the nine-day implementation process with Daniel Redding by saying, "It fully met our expectations. This system is user-friendly. Every time we need to do something, I keep thinking to myself, 'This is so easy.'" Green has been with Gateway for more than three years, and his educational background is in Information Technology Management, so he is skilled in the management of a Contact Center *and* knowledgeable in the interworking of the technology that contributes to better customer satisfaction and a higher return on investment.

Brian added that Gateway CSI encountered their normal network hiccups that come with all installations but that CTD did a "stand-up" job and bent over backwards to help get everything working.

The EasyRun solution has improved Gateway's day-to-day business operations by making queue management easier, providing the ability to move an agent easily without any down time, and added skills-based routing. Overall, EasyRun's functionality has decreased time away from the pressing needs of Gateway's business.

Time Well Spent at the Technical Training:

CTD was delighted to host the team from Gateway CSI for training, and we knew that since they already had the technology installed at their site, they would be a wonderful benefit for the whole class.

Brandon Mulvey, who joined the Gateway CSI team in 2010, has more than 10 years of experience in end-user support, programming, and the web-hosting industry. When asked about the technical training, Brandon shared, "The Graphical Call Scripting that I learned about this week is so great and easy to use. We didn't have that before."

Next Steps and Recommendations from Gateway:

Gateway's next step is to add the chat functionality built into the EasyRun system to their Contact Center. This functionality will continue to move Gateway CSI toward even better customer satisfaction.

About EasyRun:

EasyRun has been designing and selling best of breed multimedia contact center solutions since 2001. The Company's products are feature rich, competitively priced, and deliver immediate organizational benefits in TCO and ROI. The Company's flagship product, **EPICAcce** can be integrated into any legacy or VoIP network. EasyRun has over two thousand customers worldwide including the U.S. Coast Guard, Roland Corporation, Explore Talent, and Coca Cola. For more information on EasyRun visit www.easyrun.com or email ERMarket@Easyrun.com .

About Computer Telephony Distributing (CTD):

Computer Telephony Distributing is a value-added distributor of products within the computer telephony and VoIP technology space. CTD offers full service sales and technical support services, product warehousing and fulfillment, and reseller oriented professional services. CTD sells exclusively through its reseller partners. The Company's mission is to provide complete solutions, drawn from world class manufacturers that will give its resellers a competitive advantage in the marketplace. For more information on CTD visit www.ctdconnect.com or email sales@ctdconnect.com .

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