



Jay Brown  
President

## **TriTel Networks Integrates Business Phone Systems to Microsoft Teams to Increase Customer Collaboration, Productivity and Profitability**

### *Leading MTSP Improves Communication Among Region's Businesses*

SALT LAKE CITY, UT – July 25, 2023 - TriTel Networks, Inc. a leading managed technology services provider (MTSP), recently announced that the company is proactively integrating business phone systems seamlessly into Microsoft Teams to boost collaboration, productivity and profitability. Microsoft Teams has now become the most widely used business collaboration platform across most industries. TriTel Networks is helping businesses maximize their utilization of Microsoft Teams by combining it to a feature rich business VoIP solution. As result, the region's businesses can leverage key applications including call controls, IVR, call handling, automatic call recording, reports, analytics, call queues, SMS, and fax capabilities in an enhanced security environment with less downtime.

Essentially, small to mid-sized businesses (SMBs) face a trade-off when they integrate Microsoft Teams into their organization. Microsoft Teams offers a host of apps and services which greatly enhance an organization's ability to collaborate on projects, which can

increase the efficiency, speed and effectiveness of team efforts on projects. TriTel Networks's innovative solution and guidance enables Teams' users to experience seamless integration that would allow an organization to maximize all of their existing business phone capabilities without causing operational disruption. For example, one drawback of Teams was how it didn't leverage existing phone numbers, conference lines, contacts, etc. whereby one would have to utilize new numbers that didn't integrate natively into the platform. Imagine the headache caused by telling staff they now have one phone number for customers but a separate number for Teams. TriTel Networks's solution solves this problem, among many others in a way that can be implemented with a single click, with no hardware, no need for specialist skills, with no disruption to the business with pricing that is infinitely scalable (either up or down).

"Microsoft Teams has become so popular because it is an undeniably powerful platform," stated Jay Brown, President of TriTel Networks. "It's quickly becoming ubiquitous and will be the standard that all businesses rely on to foster collaboration between

organizations. However, once we noticed that one small, yet crucial, missing piece for our customers was that Teams had no native phone app, we solved the problem. With IT and business technology systems, you just expect it to 'just work' and this technology will help our customers leverage everything they've already invested in."

### **ABOUT TRITEL NETWORKS, INC.**

TriTel Networks, Inc. is Utah's most trusted and enduring local business telephone and data Communications Company. The company was established in 1984 and continues to pursue its #1 goal, which is maximum customer satisfaction through total customer service. TriTel offers its customers multiple lines of industry leading products, which are serviced by Factory Certified technicians. Customers are thoroughly trained in every component of their system by TriTel's highly experienced customer service team. The company's local dispatch center delivers round-the clock service to ensure system reliability.

For more information on TriTel Networks, Inc., call (801) 265-9292 or visit [www.tritel.com](http://www.tritel.com).