



Randy Wear
President

Small to Mid-sized Businesses Reap the Benefits of Decision Systems Plus' Customer Centric Programs

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

DES PLAINES, IL — July 29, 2009 Decision Systems Plus, 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 Decision Systems Plus to continually enhance satisfaction levels, especially during recessionary periods. While most companies cut back services and technology solutions, Decision Systems Plus is expanding to help organizations increase profitability and employee productivity.

A few years ago Decision Systems Plus 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, Decision Systems Plus' 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 Decision Systems Plus program where businesses are reaping the benefits is in managed IT services. Essentially, Decision Systems Plus' 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 Decision Systems Plus 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 Decision Systems Plus' 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 Decision Systems Plus 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 Randy Wear, President

of Decision Systems Plus. "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 DECISION SYSTEMS PLUS, INC.

Decision Systems Plus, Inc. is a premier member of Technology Assurance Group (TAG).

Founded in 1985, Decision Systems Plus, Inc. (DSPI) provides computer, security and telephone technology infrastructure sales and support to increase client's productivity and profitability. DSPI are specialists in technology infrastructure support, including cabling, desktop, computer room, telephone room, local and wide area network, communication applications and telephone lines to connect an enterprise to the rest of the world for voice and data. Headquartered in a suburb of Chicago, DSPI's local team has hundreds of combined years of experience and has been involved in thousands of implementations during their careers.

DSPI also has offices throughout North America and strategic relationships with firms around the world. DSPI's main office is at 1011 E. Touhy, Des Plaines, IL 60018. For more information, please call 847-699-9960 or visit www.dsipi.com.