



Brian Fair
President

TOTAL OFFICE PRODUCT SOLUTIONS, INC. (TOPS) PROVIDES REMOTE PERFORMANCE MANAGEMENT SOLUTIONS TO CUSTOMERS

Leading Unified Communications Provider Helps Customers Pre-Assess and Continuously Monitor Network Infrastructure for Smooth Operations

KELOWNA, B.C. - April 28, 2011 – Total Office Product Solutions, Inc. (TOPS), an industry leader in unified communications, announced today that the company is providing its customers with Remote Performance Management Solutions. This technology offers a cost-effective remote monitoring and management capability to diagnose underlying network problems, assess network readiness and monitor application performance. This advancement is allowing businesses to capitalize on powerful applications such as VoIP, video, SaaS/ cloud services, disaster recovery and desktop virtualization.

Gartner analysts caution that “75 percent of enterprises that do not perform a pre-implementation analysis of their IP network infrastructure will not achieve a successful VoIP implementation.” Transitioning physically separate voice and data networks onto a single shared infrastructure without compromising the quality of either voice traffic or data traffic will require new practices and procedures. Remote Performance Management Solutions play a central role in successful network assessment.

“The cloud is growing and as a result businesses are becoming increasingly dependent on cloud-based technologies to run their businesses,”

commented Brian Fair, President of TOPS. “One example revolves around VoIP technology. Many business owners are attracted to VoIP because of its cost savings and applications that drive employee productivity; however some business owners hesitate because they are concerned about sacrificing call quality. This often occurs when companies conduct business with a technology provider that does not have the proper technical expertise or the tools to successfully deploy IP based solutions. Leveraging advanced Remote Performance Management Software pinpoint network drains, all the way down to the appliance. The tool provides valuable insight that can determine which appliance such as a PC within an organization is sucking up bandwidth causing poor voice or video quality.”

In order to keep up with the rapid pace of technology, data networks will need to become much stronger, faster, flexible and transparent. The success of a business’s operations will be strongly correlated to network performance and Remote Performance Management Solutions allow businesses to diagnose network issues and resolve problems immediately. Data networks are the lifeblood of business operations and companies like TOPS are proactively protecting their customers, increasing their profitability and providing them with a competitive advantage.

ABOUT TOTAL OFFICE PRODUCT SOLUTIONS, INC. (TOPS)

Total Office Product Solutions, Inc. (TOPS) is a leader in unified communications supporting businesses throughout Vancouver Island and the Interior of British Columbia. TOPS provides innovative Business Telephone & VOIP Systems, Copier Solutions & Network Printing as well as Managed IT & Computer Networking Solutions that are designed to increase customer profitability, improve employee productivity and give them a competitive advantage. These solutions are serviced by Factory Certified & Technicians. Customers are thoroughly trained in every component of their system by TOPS’ highly experienced customer service team.

Since 1981, TOPS has positioned itself to nurture and develop long lasting and mutually beneficial relationships with all of our customers. Our objective is to work with our customers as their technology partner. TOPS continues to grow due to its commitment to a core business philosophy that provides customers with a superior product and unparalleled service at a competitive price. The company’s corporate headquarters is located at #104 – 1905 Baron Road, Kelowna, B.C, V1X 6W2. For more information about TOPS Telecom, please visit www.topstelecom.com.