



Sanford Gladding
President

ATS Improves Mobile Work Experience for Small to Mid-Sized Businesses

Leading Managed Technology Services Provider Drives Productivity and Employee Satisfaction

CONCORD, CA – December 26, 2023 - ATS, a leading managed technology services provider (MTSP), announced today new solutions to enhance the mobile work experience for small to mid-sized businesses (SMBs). As remote and hybrid work environments have become the norm, SMBs must provide employees with robust communication and collaboration capabilities. Advanced technology solutions for mobile employees have shifted from “nice-to-have” to “absolute necessity”. By improving mobile communication capabilities, ATS is empowering SMBs to increase their employees’ productivity, foster collaboration, and ultimately, drive client satisfaction.

Every business is looking for ways to increase efficiency as they grow. One of the first ways to achieve that is to ensure that an organization’s unified communications system provides employees with access to whichever form of instant messaging/SMS texting capabilities necessary to reach clients/coworkers on-the-fly. For example, if a real estate agency needs to coordinate open house schedules and gather real-time feedback from both agents and brokers simultaneously, their underlying phone system needs to equip them with group messaging capabilities that integrate IMs/SMS texts into a single thread of conversation. Mobile messaging is integral to teams that need to collaborate quickly and seamlessly.

Another simple, yet effective way to boost productivity is to optimize call

routing. For example, if staff are not available at their desk, every voice/VoIP system needs to automatically redirect calls so they go to the right person, without sending clients on an “out-of-office” scavenger hunt. Autoresponders should be redundant not a requirement for clients to reach an organization. For example, a home healthcare provider might have clients who cannot afford to waste time being rerouted from one person to the next, over and over, especially if they have a time-sensitive health issue. Automated call routing can permanently fix this type of problem, so patients are not shuffled around from office staff to field nurses to voicemail. Intelligent call routing is especially vital in these types of industries and can boost productivity for remote teams in any field.

AI applications are also incorporated into the technology which can listen to conversations, analyze interactions and suggest solutions for improvement based off of real client conversations. This application helps SMBs improve customer experience.

"Flexible mobile capabilities are crucial for SMBs in today's work environment," said Sanford Gladding, President at ATS. "Our solutions enable seamless communication, effective collaboration and complete access to business tools regardless of location. This allows our clients to improve productivity and drive their business forward."

As the workforce grows more mobile, businesses must provide tools to connect and collaborate from anywhere. ATS tailors solutions to equip SMBs with the mobile

capabilities needed for success today and growth tomorrow.

ABOUT ATS

ATS is an industry awarded and respected managed technology solutions provider that partners with businesses to implement the latest enterprise IT networking and infrastructure, unified communications, cyber-security, business continuity, video surveillance and cloud technologies. These products and services are delivered as a proactive managed service model following our core values resulting in peace of mind that all critical business systems meet expectations of high availability, security, and optimization. With expertise on a wide range of technical offerings, ATS is a business’ complete technology partner. Our services match the needs of small and medium-sized enterprises with optimized technology that provides best-practice solutions which creates a competitive advantage and makes a positive impact for the client’s bottom line. With over 45 years of experience, ATS has gained an excellent reputation for designing, implementing, and proactively supporting solutions that focus on converging applications allowing the company to grow and partner with businesses throughout Northern California and across the United States. ATS has three California offices located in Concord, Sacramento, and Redding. For more information, call their corporate office in Concord at (925) 602-1500 or visit www.teamats.com.