



Peter Engle
President

JOY COMMUNICATIONS PROVIDES REMOTE PERFORMANCE MANAGEMENT SOLUTIONS TO CUSTOMERS

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

STUART, FL - January 31, 2012 – Joy Communications, 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 Peter Engle, President of Joy Communications. “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 Joy Communications are proactively protecting their customers, increasing their profitability and providing them with a competitive advantage.

ABOUT JOY COMMUNICATIONS

Joy Communications, founded in 1982, with offices in Stuart, Tampa, and Ft. Lauderdale, is a multi-million dollar private company with over 10,000 customers throughout Florida. Joy Communications sells and services telecom equipment including Mitel, Samsung, and ShoreTel, and provides data equipment and services. Joy’s service area extends from Melbourne to Key West and the Tampa/St. Pete area. Joy Communications specializes in providing quality service and support to its customers with locally based, certified technicians. For more information on Joy Communications, please call 1-800-432-3638 or visit www.joycomm.com.