

PRESS RELEASE

Introducing CTS + Zoom: A New Era of Cloud Collaboration

Why CTS teamed up with Zoom — And What It Means for Your Business

As collaboration needs continue to evolve, organizations across the Mid-Atlantic are seeking communication tools that are flexible, secure, AI-enabled, and built for a modern, mobile workforce. Today, we're excited to announce a major enhancement to our portfolio: **CTS is now recognized as a Zoom Reseller Partner**.

This collaboration marks an important new chapter - bringing together the global strength of Zoom's collaboration suite with CTS's 40+ years of trusted, local expertise. It strengthens our mission to deliver **Simple, Secure, AI-Ready Communications** for organizations of all sizes.

Why Zoom? Why Now?

Zoom has grown far beyond its roots as a video meetings app. Today, it is an AI-first, open work platform, designed for organizations that need frictionless communication, flexible work environments, and powerful AI-driven tools.

As businesses transition from legacy systems and embrace hybrid work, we've seen clear needs emerge:

- AI that enables you to do what you've always done... only better
- Unified tools rather than paying the "toggle tax".
- Reliable cloud calling that scales effortlessly
- Collaboration platforms that "just work"
- Mobile-ready workflows

Zoom helps solve these challenges with a platform built for speed, simplicity, and modern work - making it an ideal fit for many CTS customers across professional services, manufacturing, education, government, and healthcare.

What Zoom Brings to CTS Customers

Zoom's platform delivers a wide range of capabilities, packaged with the simplicity and reliability that organizations love:

- **Zoom Phone** – A flexible, cloud-based phone system with powerful mobility
- **Zoom Meetings & Rooms** – Seamless collaboration for hybrid and distributed teams
- **Zoom Webinars & Events** – Professional, large-scale communication without complexity
- **Zoom AI Companion** – Smart summaries, transcription, action items, and insights that boost productivity

These features, combined with Zoom's intuitive design, make it one of the most accessible and powerful collaboration suites available today.

What CTS Brings to Zoom

While Zoom provides the platform, **CTS delivers the expertise.**

For more than 40 years, CTS has been the trusted communications partner for organizations across the Mid-Atlantic. Customers rely on us not just to deploy technology - but to make sure it works in real-world environments.

As a Zoom Business Partner, CTS provides:

- Local onboarding, configuration, and design support
- Network readiness assessments to ensure optimal performance
- Seamless migration from legacy or hybrid systems
- Hands-on user training for staff and supervisors
- Integration with IT, cabling, surveillance, and existing workflows
- 24/7 Mid-Atlantic based support for long-term reliability

When organizations choose Zoom through CTS, they get more than software - they get a local partner invested in their success.

Why This Collaboration Partnership Matters for Local Businesses

Our customers deserve flexibility and choice. By adding Zoom to our portfolio - alongside RingCentral and Mitel - we can match each organization with the platform that best fits their needs, whether they are:

- Moving fully to the cloud
- Transitioning from hybrid systems
- Expanding collaboration across locations
- Embracing AI to improve productivity
- Supporting a distributed or mobile workforce

With CTS, businesses receive the same consistent experience across all platforms: Simple, Secure, AI-Ready Communications delivered by a local team who knows their environment inside and out.

The Future of Collaboration, Delivered Locally

The CTS + Zoom relationship brings together world-class technology with trusted local service, giving organizations a powerful new way to collaborate, communicate, and compete.

Whether you're upgrading a legacy system, planning for hybrid work, or simply looking to improve collaboration across your organization, CTS is ready to guide you through every step.

Ready to Explore Zoom for Your Organization?

Contact CTS today to schedule a discovery call or request a Zoom demo. Together, we'll help you build a communication system that's simple, secure, and ready for the future.