



Sean Hogan
President

HOGAN TECHNOLOGY LAUNCHES DESKTOP OPTIMIZATION CENTER TO JUMPSTART THEIR CUSTOMERS' PRODUCTIVITY

EASTHAMPTON, MA — March 5, 2013 — Hogan Technology, an industry leader in unified communications, announced today that the company has launched a Desktop Optimization Center (DOC) in order to jumpstart their customers' productivity. A DOC is a business support center where administrators monitor networks and remotely control computers, networks or unified communications systems in order to boost performance. Many small to medium-sized businesses are making the move to DOCs in order to reduce the amount of employee downtime on common technical issues and streamline operations.

Hogan Technology's DOC constantly monitors and helps to improve the performance of their customers' entire IT infrastructure including computers, devices, applications, networks and the cloud. As a result, network performance is ceaselessly improved and common issues can be fixed faster than ever before. For example, when a customer's employee runs into

an issue with a software program on his or her computer, they can call the DOC and a technician will take control of their computer from a remote location and fix the issue immediately. Employees are often astounded when they can watch their issue being fixed before their eyes without having to lift a finger.

The recession has many businesses spread thin, making it tougher than ever to sacrifice valuable IT personnel to fix mundane issues. This places enormous demands on SMBs, who are already searching for ways to maximize employee performance at every opportunity. Simply put, today's businesses cannot afford to wait around for long periods of time before an issue can even begin being worked on.

"The overwhelming majority of computer problems are extremely simple to fix," stated Sean Hogan, President of Hogan Technology. "More often than not, our customers' employees need help locating a misplaced a file, configuring a printer, recovering passwords, fixing

software that has malfunctioned temporarily or something else relatively straightforward. The real benefit of our DOC is that employees can resolve their issues fast. When we can get our customers' businesses back up and running quickly, that results in increased profitability for everyone. We firmly believe in always searching for innovative ways to serve the needs of our customers."

ABOUT HOGAN TECHNOLOGY

Hogan Technology is a business technology company that specializes in increasing customer profitability and efficiency through the use of technology. Hogan Technology is operated out of Easthampton, MA and employs staff, engineers and technicians throughout the region. Hogan is a locally owned company led by Andrew Hogan, RCDD and Sean Hogan. The company has been in operation for over 25 years. For more information, please call 800.929.5201 or visit www.TeamHogan.com.