Monthly News You Can Use

"The first and primary goal of BTI is to deliver the foremost level of technical quality that can be delivered in Networking, Security and Telephony."

View Our Website

Cyber Security - We Need to Talk About Yours!

"The time and money required to prevent a security breach with a workstation is significantly less compared to the price of fixing it."

BTI Network Security Specialist
Yuriy Tatarintsev

The global cost of cyber crime for 2017 was $600 Billion or more. By 2021, pundits are suggesting it will be $6 Trillion per year.

- 54% of businesses had their data stolen and put up for auction last year.
- 29% of Microsoft Office 365 accounts are hacked quarterly.
- A business is shut down by ransomware every 40 seconds.

BTI can fully protect your business from cyber criminals including external and internal threats. We've put together partners to help you who are the best of breed and offer layered services with the foremost level of technical quality that can be delivered for your budget, whatever that may be.

Contact us for details. Let us show you what is currently available from your firm and your competitors on the dark web and what the solutions are to close down holes and prevent

future damage.

BTI In The Field

BTI installers and systems engineers have been helping clients on a regional and global scale to improve security compliance and operational productivity. BTI has been keen to help all of its clients reduce vulnerability and improve productivity in both their physical environment and their cyber environment.

Physical Security Installation Highlights

One client required high resolution IP cameras for a logistics site for a road building contractor in a location with zero electrical and zero network connectivity. BTI installed solar panels and cellular connectivity on poles plus cameras by Avigilon with built in analytics and server software to provide them with protection and alerts capable of differentiating between people, types of vehicles, animals and debris moving in the wind. BTI implemented 4G LTE modems to allow the client to remotely monitor and investigate incidents on the site. This was the first project of its kind for BTI and one of only a handfull with this solution ever completed.

Another recent project, BTI installed long range in and out readers and keypads in order to provide a chemical distribution company an audit trail of how long each of their delivery vehicles was onsite on a daily and weekly basis. These metrics are very important for them to monitor efficiency and maintain profitability. Tthis also provided the customer with the ability to have a quick glance at any moment to know which vehicles were currently on the property. In addition, the cameras and alerts provided enabled them to eliminate the cost of a 24 hour on site security guard. BTI integrated the Access Control Software with a new Video Management Software (VMS) platform and new IP Cameras around the property giving them greater visibility and control than they had at a fraction of the cost.
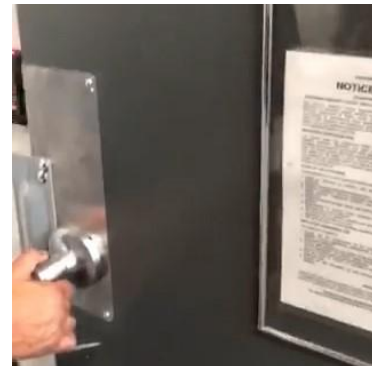
Another project involving nuclear materials included extensive, government audited control of restricted areas. Integrated alarm, biometric and keypad card reader combinations, and cameras were installed to assist that client in meeting regulatory requirements. These included a dual authentication process which included a card credential swipe, iris scans, and a PIN key entry which included a distress code in the event an employee was forced to open a door to trigger an Alarm response.

| Iris Biometric Scan | Pin Code Entry | Access Granted |

Cyber Security Highlights

BTI worked with a hospital group to assist with cyber security. In addition, we did innumerable client network and wireless security upgrades for projects ranging from inventory scanners to VOIP systems.

Recently, another private hospital in Los Angeles was hit with ransomware including their backup systems and had to pay over $30,000,000 to get back in operation after learning

that all the protection and recovery solutions in place were compromised. Obviously, we don't talk publicly about our solutions but we would love to speak with you privately and show you the multi layered, cost effective approach to preventing this type of attack from occurring, to prevent damage if it still occurred, and to recover from it in the worst case scenario.

Congratulations to Customers Growing Their Businesses!

BTI's clients continue to grow and expand. Noteworthy clients with big ongoing expansion include Lereta, LLC, AltaMed, Torrance Orthopedics, CMBS, Frozen Assets Cold Storage, Lakeside Bank, Zenith, The San Gabriel Valley, and Fontana Water Companies, Edgewood Clinical, SG360, and hundreds of other clients who've added locations recently.

Networking Project Highlights

We are doing a lot of core network infrastructure updates and wifi for our clients these days. Many of them are outgrowing their older generation wifi and switching solutions or adding security features to reduce vulnerability. Other clients are doing server and desktop updates from soon to retire Windows operating systems. Still others are moving to the cloud or moving systems back out of the cloud. Due to the massive number of email and web attacks, most clients are engaged in some sort of protection plan to prevent interruption to their businesses, theft of their data, and damage to their corporate image from these attacks.

Reasons why these projects have come our way were that we offered the foremost level of technical quality that could be delivered for each clients' budget, providing everything from cabling and conduit to software and hardware from the best suppliers at the most competitive cost. We do these projects in house, generally without subcontracting so we control the quality of the implementation and service end to end and then provide a very low monthly cost for 24 hour monitoring and management.

Phone Systems In The Cloud or Out of The Cloud

We think quality is key when it comes to a businesses network or phone system. In the case of phones, even a single missed call or dissatisfied client might be worth tens of thousands of dollars or more. Additionally, we believe a phone system has a job to do that includes routing calls to the right people, ensuring they are answered, reporting for management, and tools to streamline productivity and customer service. This means that a phone system first needs to work all the time and needs to be set up intelligently and customized to meet every client's individual needs. Toward that end, we work with clients to understand their needs and implement and then manage a phone system to ensure their business growth and cost are not adversely affected by a bad phone system.

We are seeing a lot of clients move back and forth between hosted and premise based phone systems. Many traditional manufacturers of phone systems today are leading exclusively with their cloud solutions because these solutions never stop generating income for them at increasingly higher rates. At BTI, we like to help customers implement these in ways that enable them to make the transition without tying up internal resources and without the headaches or mistakes that come with a poor or inexperienced project deployment. In addition, we like to help ensure that clients get the best deal, the most bang for their buck, etc... when entering into these highly competitive agreements. Unfortunately, the agreements are hard to break and the solutions are painful to transition in and out of so many businesses get stuck with disappointment and cost increases for years at a time.

One prospect decided to implement a hosted phone system at 8 branches using their internal IT resources, figuring with only 10 phones per branch, it would be as easy as the salesman said it would. They not only tied their IT resources up for months, but the project didn't go well at all and resulted in some real negative impact to their business. Most clients implement phone systems on the promise that cost will be lower only to find out that costs increased in ways they didn't expect. We've seen it as bad as 10X, where one client went from our turn key managed solution at total cost of $4.00/month per user to $45.00 per user not even accounting for internal resource utilization which was considerably higher than they expected.

Our goal is to help clients understand the cost and benefits without the hype or conjecture so they can achieve the foremost level of technical quality that can be delivered for their needs. In our experience the numbers being presented to clients concerning both capital and operating costs in telecom and IT are wildly exaggerated for effect. Any particular clients' actual cost will very greatly from these numbers. Where BTI managed service is part of either a premise or hosted solution, the quality is always as good as it can be and the cost is as low as it can be.

Recent Praise From Our Clients

It's always wonderful to receive a compliment for hard work and we appreciate the kind words of our clients.

Refernece Letter from Network Engineering Supervisor at Banking Service Firm:

"I have worked with BTI for 10 years on projects ranging from updating our data center network, disaster recovery and business continuity, WAN upgrades, contact center, telephone systems, cameras, access control and alarm systems for hundreds of our employees working from home and in our offices across the United States. As an IT professional responsible for budget, uptime, performance, and upgrades, I've found BTI to be an invaluable partner. As our company has grown organically and through acquisition, we've never had a project failure, a budget over-run, or a service failure with BTI. I would highly recommend their services."

★★★★★ – Google Review
"The entire team at BTI that I had the pleasure of working with exceeded my expectations. They tool my company to the technology and security level I needed. They were always very attentive and responsive if we had any questions. Would highly recommend!"

★★★★★ – Google Review
"We've been working with BTI Communications for 15 years now for our telecommunication needs. Their knowledge in this area is second to none. They provide quality service and have always had solutions to questions or issues we may have. I would highly recommend BTI for any telecommunication or security need!"

★★★★★ – Google Review
"Excellent customer service. BTI acts quickly to help resolve every issue that arises, mostly it's user errors on our end!
BTI is very helpful! We couldn't be happier with their customer service along with trainings they provide to us!"

Have a comment on our technicians, support or services? please reach out to us so we can share your experience and help us maintain a high level of excellence!

New Vendors

We are proud to announce some new partnerships in Physical Security. These companies provide BTI the tools to allow our clients to receive exceptional service in remote monitoring, alert notifications, analytics and more. Contact us to learn about how BTI can utilize these tools to help you manage your facility.

netwatch
aVIGILON™
a Motorola Solutions Company

For more information contact your local representative or call 800.HELP.BTI and select Option 2 or click the e-mail link below.

Schedule a FREE Consultation

Review us on Google and Yelp

Have you worked with BTI on a project? Please share your experience!

Leave a Yelp Review for BTI

Leave us a Google Review

Call Us at 800.HELP.BTI