



United Systems Integrates Business Phone Systems to Microsoft Teams to Increase Customer Collaboration, Productivity and Profitability

Leading MTSP Improves Communication Among Region's Businesses

QUINCY, IL – October 28, 2025 - United Systems, Inc. a leading managed technology services provider (MTSP), recently announced that the company is proactively integrating business phone systems seamlessly into Microsoft Teams to boost collaboration, productivity and profitability. Microsoft Teams has now become the most widely used business collaboration platform across most industries. United Systems is helping businesses maximize their utilization of Microsoft Teams by combining it to a feature rich business VoIP solution. As result, the region's businesses can leverage key applications including call controls, IVR, call handling, automatic call recording, reports, analytics, call queues, SMS, and fax capabilities in an enhanced security environment with less downtime.

Essentially, small to mid-sized businesses (SMBs) face a trade-off when they integrate Microsoft Teams into their organization. Microsoft Teams offers a host of apps and services which greatly enhance an organization's ability to collaborate on projects, which

can increase the efficiency, speed and effectiveness of team efforts on projects. United Systems's innovative solution and guidance enables Teams' users to experience seamless integration that would allow an organization to maximize all of their existing business phone capabilities without causing operational disruption. For example, one drawback of Teams was how it didn't leverage existing phone numbers, conference lines, contacts, etc. whereby one would have to utilize new numbers that didn't integrate natively into the platform. Imagine the headache caused by telling staff they now have one phone number for customers but a separate number for Teams. United Systems's solution solves this problem, among many others in a way that can be implemented with a single click, with no hardware, no need for specialist skills, with no disruption to the business with pricing that is infinitely scalable (either up or down).

"Microsoft Teams has become so popular because it is an undeniably powerful platform," stated Mike Melton, President of United Systems. "It's quickly becoming ubiquitous and will be the standard that all businesses rely on to foster collaboration

between organizations. However, once we noticed that one small, yet crucial, missing piece for our customers was that Teams had no native phone app, we solved the problem. With IT and business technology systems, you just expect it to 'just work' and this technology will help our customers leverage everything they've already invested in."

ABOUT UNITED SYSTEMS, INC.

Founded in 1986, United Systems, Inc. is committed to establishing and maintaining a dynamic partnership with every customer. Extensive technology and service experience allows the United Systems, Inc. team to develop an understanding of each customer's unique requirements, and to respond to those requirements quickly and effectively.

Our mission is that we are in business to serve every customer in the tri-state area with priority service. Our goal is to make their businesses profitable and provide a competitive edge with the use of technology and services.

For more information on United Systems, Inc., call (217) 228-0315 or visit www.4unitedsystems.com.