



Steve Sawtell
President

Voice & Data Systems Enhances Customer Experience by Investing in AI Automation

*Leading MTSP Pioneers New
Technology to Advance Customers'
Organization*

OMAHA, NE AND COUNCIL BLUFFS, IA – August 29, 2025 - Voice & Data Systems, a leading managed technology services provider (MTSP), announced today that the company invested in artificial intelligence (AI) automation to improve and dramatically enhance the quality and speed of support they deliver to clients. As a technology leader, Voice & Data Systems is focused on finding new ways to improve their capacity to serve clients at a higher level and AI automation is a fantastic means to achieve that objective.

While many business owners are familiar with large language models (LLMs) like ChatGPT, most are still underestimating the technology's potential to improve efficiency and employee performance. In fact, modern AI tools are doing far more than chatbot scripts or reactive alerts. Voice & Data Systems has integrated agentic solutions into the back end of service delivery across multiple industries. AI automations are immensely helpful to any organization — whether that means preemptively flagging issues before problems arise, streamline ticket workflows so resolutions happen faster, freeing technicians from repetitive troubleshooting by auto-resolving common issues, generating smarter data and insights that improve future support. Regardless of application, the purpose of AI automations is to drive a higher quality user experience, which is precisely

what Voice & Data Systems is dedicated to achieving.

By implementing AI automation internally, existing clients will receive better support, at faster speeds than ever before. After Voice & Data Systems harnessed this powerful technology to benefit their clients, their immediate reaction was to actively share this knowledge by collaborating with clients. That way they can share notes regarding other AI automations which will help their customers scale their businesses more effectively and profitably.

“This is exactly what AI should be doing—eliminating repetitive work and giving humans back the time to focus on high-value tasks,” said Steve Sawtell, President of Voice & Data Systems. “AI multiplies our capacity to serve. This is our objective with our customers — how do we leverage our technological expertise to give them a competitive advantage, so they outperform their competition?”

As a result of this recent implementation, Voice & Data Systems's technicians can now spend more time solving complex problems, building relationships, and consulting on bigger-picture technology strategy for its clients. “We consider it our duty to serve as a CTO for the organizations we support,” added Sawtell. “It's not just about offering single point solutions. It's about giving them dozens of technological advantages so their competitors simply cannot compete with them. We want them to win. Period.”

On an internal level, Sawtell also added, “Clients might not see the AI tools at work — but they'll feel the

difference. We're proud that we're constantly reinventing ourselves so that our clients get to work with a managed technology services provider who is more agile, proactive, and reliable than anyone else in the business.”

Sawtell later added, “If your provider isn't exploring ways to use AI to support your organization more effectively, you're probably paying the same—and getting less. We see AI productivity gains as the new standard for world-class service.”

ABOUT VOICE & DATA SYSTEMS

Voice & Data Systems provides state-of-the-art technology solutions for businesses throughout the Midwest and Great Plains from their headquarters in Omaha, Nebraska. The company implements strategies and customizes solutions that are specific to their customer's requirements for Managed IT Services, Business Phone Systems, Surveillance, Access Control, Wireless and Cabling Infrastructure.

Voice & Data Systems serves a diverse customer base that includes Private Business, Commercial, Educational, Health Care, Public Utilities, Hospitality, Industrial, Utilities, Religious Entities, Local, State and Federal Government including the Military. Their mission is to provide specific technology solutions that increase their customers' profitability, improve employee productivity, and give them a competitive advantage in their marketplace. For more information, please call (402) 5719049 or visit www.voicendata.net.