

PATCH NOTES

A **CTC TECHNOLOGIES** publication

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Managed Services Built for what's next.

Our Managed Services practice has been steadily growing behind the scenes over the past year. As the demand for proactive IT support continues to rise, we've expanded and formalized our approach into six clear service areas. This structure helps us support clients more consistently, more efficiently, and with greater depth across their environments.

Network Security Services

Firewall Management, Support

Enhanced Security

Secure Remote Access
Unified Threat Detection
Endpoint Detection & Response

Core Infrastructure Support

UPS Management & Monitoring
Network Management, Support

User Support Services

Desk Side Support

Cloud Identity & Collaboration

Microsoft EntraID Management
Microsoft)365 Management

System Support Services

Windows Administration

These six pillars reflect how our Managed Services practice has evolved, where it is today, and how we continue strengthening our capabilities to support clients with long-term stability and predictable outcomes.

We're Hiring!

CTC Technologies is actively hiring for these positions.

**-MSP Sales Executive
-Cabling Technician
Supervisor**

If you know someone who would be a great fit, please recommend them or have them apply directly on our website at ctctechnologies.com.

Also, don't forget – resharing our LinkedIn posts helps amplify our message. Your reposts, especially on our job openings, make a real impact in helping us attract great talent and grow our network.

Leadership Spotlight Growing mission, familiar face.

As many of you already know, Russell Gregory joined CTC Technologies earlier this year as our MSP Practice Manager. For those we haven't connected with him yet – Russ brings over 12 years of experience building and leading managed services programs. He has a

deep background in operational maturity, technical delivery, and client success, and he's playing a pivotal role in shaping how CTC Technologies brings proactive, scalable solutions to market. Since his arrival, our Managed Services practice has officially launched, matured, and continues to grow, thanks in large part to his vision and leadership.



FORTINET® Select Partner

Fortinet Partnership Level-Up Stronger collaboration, same care.

We're proud to announce that CTC Technologies is now an official Fortinet Select Partner, a designation that reflects our growing investment in security-

first services and certified expertise. Fortinet continues to be a foundational part of our strategy to help clients stay ahead of today's threat landscape.

Marketing Leadership Meet Kyle Will!

Also new to the team is Kyle Will, our new Marketing Manager, and a standout addition to the CTC Technologies leadership roster. Kyle brings a rare blend of technical know-how and creative direction, with 7 years

of experience in IT (including Helpdesk, desk-side support, Microsoft 365, Azure, and on-prem environments). That real-world expertise gives him an intuitive grasp of our clients, our



services, and the value we bring. On the marketing side, Kyle has 2 years of experience in digital/traditional marketing and brand strategy, plus 8 years in graphic design

and photography. He's already transforming how we show up, from visual identity to campaign execution, and helping shape a sharper, more consistent CTC Technologies brand. Kyle's impact is already being felt across our website, social media, company events, and client communications – and we're just getting started.

Strategic Hires Powering Strategic Growth

We continue to invest in world-class talent across the organization.

Two new network engineers joined the team this quarter,

bringing with them 15 years of combined experience and expanding our ability to deliver complex infrastructure projects and day-to-day network support.



We also built out an entirely new Cabling Team – three full-time specialists focused on structured cabling and low-voltage infrastructure. This allows us to deliver start-to-finish solutions with even greater speed and consistency.

Thank You!

To our clients, friends, and readers, thank you for being part of our story as we grow, evolve, and continue to deliver smarter IT solutions to businesses across the region and beyond.