



# TRIDENT TRIBUNE

AUGUST 2011

## 2<sup>ND</sup> ANNUAL TRIDENT CHARITY GOLF CLASSIC

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On May 2, Michael Beaver from the Pediatric Brain Tumor Foundation® (PBTf) presented Trident with a Bob's Buddies award on behalf of Bob and the Showgram. This award means so much to our staff that worked hard to deliver a quality event in 2010. Our commitment and dedication to this

cause will continue this year to create a spectacular event benefiting the children and families coping with diagnoses. On September 22, Trident Technology Solutions and Bob and the Showgram will team up again for the Trident Charity Golf Classic. This event will help raise awareness and funds for

the PBTf® in memory of Nicholas Weis. Nicholas lost his battle in June 2010, he was courageous and one of a kind and his memory will last forever. To learn more about this remarkable non-profit organization, please visit their website at:

<http://www.pbtfus.org/>



### SAVE THE DATE!

**TRIDENT CHARITY GOLF CLASSIC**  
**SEPTEMBER 22, 2011**  
**EAGLE RIDGE GC**



*Trident receives the Bob's Buddies award presented by Michael Beaver on behalf of Bob and the Showgram. From left to right:: Rich DePiero (VP of IT), Michael Beaver (Pediatric Brain Tumor Foundation) and Nick Merola (VP of Sales).*

### CCC FOLLOW UP QUESTION

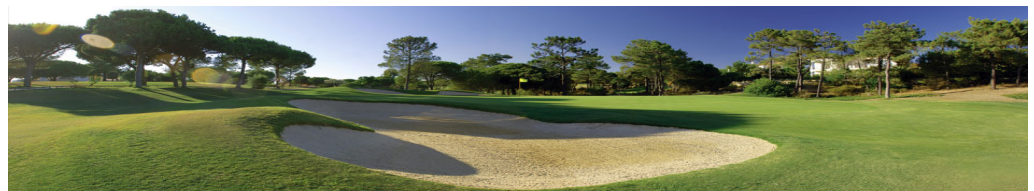
**What portion of the CCC did you enjoy the most?**

*"We liked the explanation of options that are available to us with the recent upgrade we did."*

*"With what we learned from the lunch and learn there are some things we are now looking to implement in our own system."*

### WHAT'S NEW AT TRIDENT

- New Hires: Donn Strain, III Cable Technician & Mike Hall, IT Specialist.
- Join us in congratulating Lori on her daughters nuptials on May 21, 2011!
- We'd like to also welcome long time Trident employee Robert Capwell back as Senior Account Executive.
- Successful completion of the May 2011 Complete Communications Conferences which displayed a live demo of the ShoreTel VoIP Phone System and included Trident and ShoreTel personnel.
- Join us at the **Trident Charity Golf Classic** to support Pediatric Brain Tumor Foundation® on September 22, 2011 at the Eagle Ridge Golf Course in Raleigh, NC. **To register please call 256-4580.**



**CLIENT PROFILE**

**HOPE LUTHERAN CHURCH & PRE-SCHOOL**

Hope Lutheran is a young, vibrant congregation established in 1996 in Wake Forest, NC. Their congregation of over 500 families is active in outreach and service in the community. The ministry focuses on sharing the word of Christ to the surrounding community through programs such as Habitat for Humanity and Support the Troops. Hope also has a pre-school which provides a Christian witness and service to the community for its young children. The school pro-

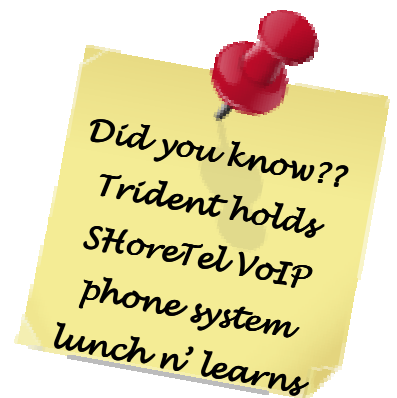
vides children with age-appropriate opportunities for spiritual, emotional, social, physical and intellectual growth.

At Trident we pride ourselves in our desire to exceed expectations at Hope Lutheran. Trident's relationship with Hope began in 2009 with network design consultation of their new sanctuary. Structured Cabling and

Fiber Optic cable was installed throughout campus to connect all three buildings on site. Hope replaced their aging phone system with a ShoreTel VoIP Phone System (50 stations) and found monthly savings by utilizing one of Trident's telecommunication (local, LD, internet) partners. To learn more about the Hope Lutheran visit their website: [www.hopelutheranwf.org/](http://www.hopelutheranwf.org/)



Established in 1996, the congregation now has over 500 families!



**EMPLOYEE PROFILE**

**BYRON ALSTON**



*"When you call Trident you will never talk to a script. The person on the Trident end of the call will listen to you and do their best to accomplish whatever you need."*

**What is your title? How long have you worked at Trident Technology Solutions?** Remote Support Technician, 4 years.

**What does your job involve?** I mainly handle remote support tickets, but I also do Trident Guards, on site tickets and even pull a little cable when needed.

**What do you like best about working at Trident?** I have bleed and shed sweat with each of the owners! The atmosphere is pretty relaxed, yet everyone works hard to complete whatever task or job lies in front of them.

**Why would you recommend Trident to a potential client?** Because when you call Trident you will never talk to a script. The person on the Trident end of the call will listen to you and do their best to accomplish whatever you need.

**Where did you grow up?** Jersey City, New Jersey

**What do you like to do in your spare time?**

I enjoy spending my spare time with my daughter. Whether it is going to a movie, putting a puzzle together or attending one of her band concerts. The time spent with her can erase even the worst of days.

**What are your favorite Sports Teams?** NJ Giants and The Nets (Until they leave Jersey).

**What are your favorite TV shows?** I don't really watch present day TV shows. The reality and crime shows are getting to be a bit much. But when I do watch TV it has to be something Science Fiction. The more CGI involved the better.

