

Need Technology Solutions? One call does it all, owner says

Technology Solutions LLC, which specializes in voice and data communications, opened in Livonia in 1995. President Steve Futrell answered the following questions about the business, which employs 10 people:

Tell us about your business, including the types of services and/or products you feature.

We offer phone system solutions and data network solutions for businesses throughout the country with our primary focus on Southeast Michigan. Traditional phone systems, VoIP (voice messaging technology) phone systems and servers to the desk top computer are a part of our overall package to clients. We also provide for structured cabling and local, long distance and Internet connectivity.

What makes your business unique?

We are a one-stop shop for our clients. All of their technology needs we can handle and/or advise.

How did you first decide to open your own business?

I worked for a manufacturer of phone systems and realized I could start a company that would focus on customer satisfaction. As our business evolved to be more data centric, we enhanced our offerings to include the data network. We are one of the few companies in Michigan that can offer all of the services that we do. With a 98.5 percent customer



Livonia resident Steve Futrell says opening a business in his hometown was a natural choice.

satisfaction rating last year, we are achieving our objectives.

How did you decide to locate in Livonia?

I live in Livonia and want to support this community in any way I can. It seemed natural to buy a building in the heart of the city and run my businesses from here. We are centrally located and a very business-friendly community.

Do you have a funny tidbit or story to share with our readers about your experience so far as a

small business owner?

I don't really have any funny tidbits, but I can say this is the best move of my career to own and operate my successful company. I have developed many great relationships with our employees and customers that make this a very enjoyable part of my life.

Technology Solutions is at 32320 Five Mile, Livonia. Hours are 8 a.m. to 5 p.m. Monday through Friday; on-call assistance is available 24 hours a day, seven days a week. For more information, call (734) 542-6929 or visit www.ts-llc.com.

