

# PROVEN PROCESS PARTNER: MITIGATING TIME, TASK, COST & RISK

## WHY TELAID

**OVER 40 YEARS**  
BEST PRACTICES  
Expertise with an IT  
focused Approach

HYBRID  
SERVICE DELIVERY  
ORGANIZATION

W-2 and Proven Partner  
Field Resources balancing  
*quality* and *cost*.

**250**  
STRATEGIC  
PARTNERS  
in our  
technician  
network

**6 Office**   
locations across the U.S.

**OVER 1200**  
Technicians across  
our expanded  
network

ACCREDITED  
PMP & BICSI  
Certifications

## OUR CLIENTS:

**26** OUT OF THE TOP  
**50** retailers

along with leaders in Logistics,  
Financial Services and Healthcare.

**9** companies earning  
**\$50 billion dollars or more**  
depend on us for their  
IT integrations.

## INDUSTRIES SERVED:



RETAIL



LOGISTICS



FINANCIAL  
SERVICES



HEALTHCARE



QUICK SERVICE  
RESTAURANTS

## OUR OPERATIONS:

★ **95%** ★  
1st Visit Resolution

★ **98%** ★  
Service Level Agreement  
(SLA) Attainment

## TECHNOLOGY & IT FOCUS:

**24x7** PMO  
(PROJECT MANAGEMENT OFFICE)  
and  
**Contact  
Center**



**250,000** sq.  
ft.  
(OF RACKABLE SPACE)

**IoT Staging Facility**  
in Norcross | GA  
Specializations that  
span physical, network  
and application layers.

Approximately  
**200,000** technology devices  
processed & shipped  
through our **Technology Solution Center**  
(TSC) each year.

**98.8%**  
on time delivery  
of projects.

## ENTERPRISE SUCCESS HIGHLIGHTS:

### DISTRIBUTION CENTERS

CCTV Access Controls

**250**  **40**   
CAMERAS | DOCK DOORS

### GROCERY RETAILER

Handled complete  
physical security for

 **60** New Store  
Rollouts

### WIRELESS UPGRADE

National Urgent  
Care Provider 

**1700** CLINICS

### LARGEST NATIONAL RETAILER



**10,000**  
Computer Based  
Learning Terminals



**9,000**  
Commercial  
Department Printers

### PHARMACY

**554** STORE  
ACQUISITION  
CONVERSION  
IT, CCTV

### LARGE RETAILER

**1500** SITE  
SWITCH  
Retrofit project

### CLOTHING RETAILER

**300** | **600**  
Branch | Branch  
CLOUD WIRELESS  
MIGRATION | SDN-WAN

### COSMETIC RETAILER

**900** site store  
in a  
**BOX - CABLE - DEVICE**  
configuration store  
commission

### HOME IMPROVEMENT RETAILER

**300+** IT Room  
SITE relocation  
& upgrade

**TELAID**®

# TELAID PEOPLE, PROCESS, TOOLS: DELIVER UNPARALLELED RESULTS



Our people are more than a resume. They are passionate, experienced professionals who are empowered by our unique organizational structure for success.



## PEOPLE

Seasoned professionals deliver experience and know-how.

Teams organized for **full collaboration** for optimal project management.

Hybrid workforce of employees and contractors keeps things cost-effective.



## PROCESS

When obstacles arrive, we address them with speed and efficiency, **resolving 95% on the first call.**

Nimble yet precise, **we execute with efficiency and speed.**

The result of thousands of successful client projects and **40+** years' experience, our **Proven Process is the blueprint for best practices.**

## CLIENT

**THE FOCAL POINT  
AND BENEFICIARY OF ALL  
TELAID RESOURCES**

Our Proven Processes have been tried and tested over more than 40 years and ensure consistent delivery on time, on budget, while offering flexibility to accommodate a variety of project types and scopes.



Our tools, like the Technology Solutions Center, enable us to deliver scalable, repeatable success to the tune of a 98.8% on-time project completion rate.



## TOOLS

**24x7x365 help desk** ensures we are available just when you need us.

Technology Solution Center (TSC) **systematically removes time, task, cost and risk** with automated staging and configuration tools.

**BICSI training center** is where we train and innovate to ensure quality work.

