

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*.

1600⁺
STRATEGIC
PARTNERS
in our
technician
network

5 Office 
locations across the U.S.

OVER 3000
Technicians across
our expanded
network

ACCREDITED
PMP & BICSI
Certifications

OUR CLIENTS:

14 OUT OF THE TOP
50 retailers

along with leaders in Logistics,
Financial Services and Healthcare.

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

INDUSTRIES SERVED:



RETAIL &
ENTERTAINMENT



QUICK SERVICE
RESTAURANTS



GROCERY



CONVENIENCE



LOGISTICS



FINANCE



HEALTHCARE

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
380,000 technology devices
processed & shipped
through our **Technology Solution Center**
(TSC) each year.

95%
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



29 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 35 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 35 years and ensure consistent delivery on time, on budget, while offering flexibility to accommodate a variety of project types and scopes.



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.



TOOLS



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.

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

