

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

WHY TELAID ✓

NEARLY 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*.

500+ 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 & ENTERTAINMENT


GROCERY


QUICK SERVICE RESTAURANTS


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 **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 CAMERAS  | **40** 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 Branch CLOUD WIRELESS MIGRATION | **600** Branch SDN-WAN

COSMETIC RETAILER

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

HOME IMPROVEMENT RETAILER

300+ IT Room relocation & upgrade SITE



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.

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



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