



Telaid Makes Complex, Large-Scale Technology Rollouts, Upgrades Painless for One Leading Retail Pharmacy

As one of a select few, hand-chosen integration partners, Telaid offers flexible, reliable technology services and expertise in multi-site retail that allow this pharmacy chain to serve customers round the clock, without having to worry about technology failures.

Offering its customers care 24/7/365, one leading retail pharmacy relies on technology to serve its customers, manage sensitive personal health information and ensure stores are open for business round the clock. In an effort to offer this kind of dependability to its customers, this retailer must rely on equally capable technology partners who can seamlessly deploy new technologies, upgrade existing systems and support mission-critical operations.

DOWNTIME NOT AN OPTION

Completely dedicated to caring for its customers, one leading pharmacy and retail medical clinic provider takes extraordinary precautions to ensure that technology rollouts are both successful and minimally disruptive to normal store operations. With an in-house team of technology experts and project managers shepherding each and every project, this retailer makes a careful science of planning for technology rollouts and upgrades. Each technology is thoroughly tested and monitored in pilots prior to preparation for nationwide rollout in more than 7,600 locations.

The pharmacy retailer is extremely deliberate when it comes to selecting technology integrator partners and applies a thorough vetting process. Vendors are assessed for their technical and project management capabilities and then assigned limited scope projects to evaluate their performance.

TELAID PROVES TO BE A HEALTHY OPTION

Widely recognized for their ability to support large-scale, multi-site technology deployments, Telaid came highly recommended by other retailers. Initially, projects were simple and limited in scope. Telaid deployed customer service kiosks in a few stores, replaced faulty devices as they failed, and hung digital signage. Seeing that Telaid handled these tasks with consistent success and timeliness, the pharmacy's in-house deployment team then asked Telaid to undertake larger, more significant projects such as replacement of blade servers in select locations. This project required taking down store technologies, replacing the servers and restoring service during off-hours. Telaid consistently delivered with precision, zero defects and flexibility and, as a result, projects increased in scope and complexity.

A FINGER ON THE PULSE OF IN-STORE TECHNOLOGY

Today Telaid is one of the primary technology integrator partners that supports the pharmacy with their large-scale technology deployments, upgrades and ongoing IT management. From cabling to server upgrades, new installations or complete rollouts of new technologies, Telaid can handle projects no matter the size or scope.

The pharmacy also appreciates the fact that Telaid works well with multiple vendors, partners and technologies, and has the ability to keep projects on time and on budget. Telaid has its finger on the pulse of this pharmacy's technology, allowing store personnel to focus on caring for customers.

ABOUT TELAID

Telaid specializes in multi-site technology deployments, serving enterprise multi-site clients seeking to reduce time, cost, and risk associated with these initiatives. Our "Zero Defect Model" and automated configuration process coupled with our real time inventory management tool provide clients a proven and efficient solution for managing existing or deploying new technology.

Our expanded Technology Lifecycle Solutions coupled with our PMO & Service Delivery Organization provide our clients a wide range of options.

Our physical security practice is helping our multi-site clients bridge the gap between LP and IT. Whether migrating from an analog to IP surveillance system or performing Depot/Repair and break fix on CCTV systems, Telaid will customize a program for you.

Telaid can handle your multi-site technology deployments.

To learn more about Telaid and our capabilities, or to speak with one of our experts, contact us:

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