



## Telaid provides Retailers a Single Vendor Solution for Store Technology Implementation and Services.

***We excel at Technology Rollouts and 24/7 Break/Fix Service as well as supporting the full spectrum of Project Work.***

Telaid has gained a reputation as a leading partner to the Retail Industry by supporting some of the largest organizations in North America. Telaid recognizes that Retailers have unique requirements and has built an exceptional nationwide service delivery infrastructure to provide cost effective and timely support for store systems.

Telaid recognizes that retailing is a highly competitive business where around the clock support is critical. Telaid operates with a sense of urgency in every aspect of what we do to satisfy the demands of our customers.

### TELAID SERVICE DELIVERY ORGANIZATION

#### 24/7 DATA & VOICE CABLING SERVICE CALL CENTER

- > Redundant Call Centers in Denver, CO and Niantic, CT
- > Staffed by Service Analysts, Dispatchers, Subject Matter Experts and Support Staff with Customer specific knowledge and Training
- > Supporting Cabling Break/Fix Service providing up to 4 hour on site SLAs
- > Supported by our Nationwide Field Technical Organization of technicians

#### RETAIL ROLLOUT GROUP

- > Dedicated Team of Professionals with experience supporting large scale and complex deployments with short time lines
- > Program Manager assigned to each Rollout Project (Single Point of Contact) complimented by Project Coordinators and Dispatchers
- > Rollout Field Leader is responsible for performing Pilot's, developing or verifying SOWs, Technician Training and Quality Assurance
- > Timely Reporting

#### NEW STORES, REMODELS, EXPANSIONS & SPECIAL PROJECTS

- > Dedicated Client Specific Program Manager
- > Familiarity with Retailer's Standards and Requirements
- > Telaid Service Delivery Organization for day to day support
- > Work closely with Store Planning and other business groups to achieve successful project completion

**Telaid provides a single vendor Solution for Nationwide Deployment and Service for your in store Technology Infrastructure.**

### SERVICE OFFERINGS

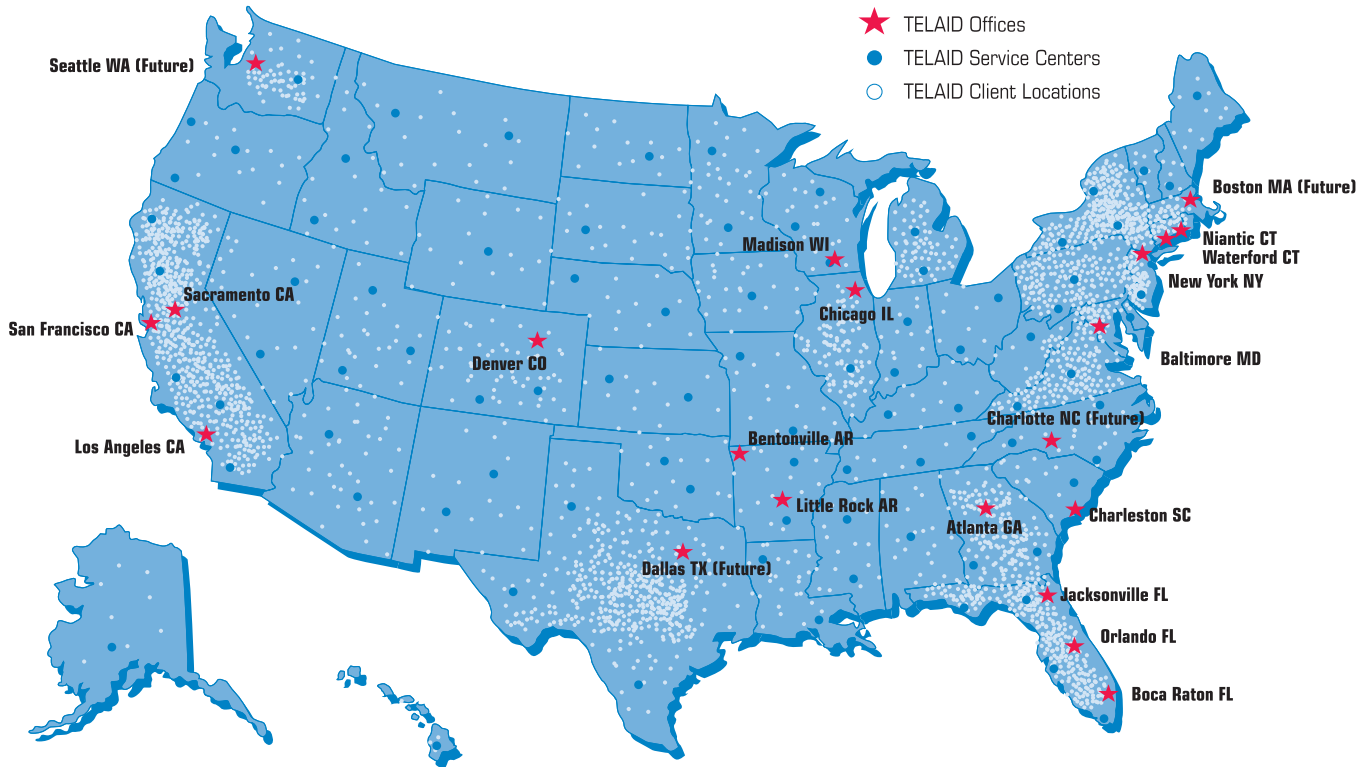
- > Break/Fix Cabling Service Support
- > Rapid Deployments or Rollouts
- > Site Surveys
- > Staging and Configuration
- > Structured Cabling Systems
- > PBX and Telephone System Support
- > Loss Prevention
- > Data Network Installation and Support
- > Access Point Layout and Installation
- > Point of Sale Systems
- > Time and Attendance Systems
- > Traffic Counters
- > Web Kiosks
- > RFID
- > Video Distribution

# ABOUT TELAID

Telaid is a leader in providing national IT and network infrastructure design and support to some of the nations largest companies. Telaid's 24/7 nationwide coverage to over 20,000 plus client locations in all 50 states supports the delivering of a variety of technology solutions including Structured Cabling, Data and Voice Network Services, Audio Video Communications and Monitoring, Speech Privacy and Productivity Improvement Systems, Hoot and Holler and Paging, and National Project Management and Rollouts.

## NATIONWIDE SERVICE AND SUPPORT

Telaid specializes in supporting Multi Site Clients with technology infrastructure Projects, MAC's (Moves, Adds and Changes), 24/7 Service and Rollouts. Our centralized Project Management and nationwide field service organization make Telaid a perfect partner to support your branch or store footprint. Telaid currently services over 20,000 client locations throughout the United States and Canada.



NATIONAL SALES  
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[www.telaid.com](http://www.telaid.com)