



Major Fast Food Chain

CUSTOMER SINCE 2007

Customer Overview

This major fast food chain operates more than 11,800 restaurants in all 50 states and in 74 countries and U.S. territories worldwide. Approximately 90 percent of the company's restaurants are owned and operated by independent franchisees, many of them family-owned operations that have been in business for decades. In 2008, Fortune magazine ranked this company among America's 1,000 largest corporations and Ad Week named it one of the top three industry-changing advertisers within the last three decades.

Information Technology Services and Deployment

In 2008, Telaid was awarded a 5 year contract by the company for low-voltage installation and maintenance for the Point-of-Sale Upgrade project to be completed in North America and Canada for all corporate-owned restaurants. In 2009, over 1,100 sites will be upgraded to the MICROS Restaurant Systems.

During a 12 hour nightly installation window, Telaid, in a collaborative effort with MICROS Systems, demos and rebuilds each site to be fully functional for lunch service the next day. The team consists of a 4 man crew including 1 lead technician, 1 electrician, and 2 assistants at a run rate of 8 installations per night.

The scope of services included:

- Upgrade POS cabling and install new MICROS POS systems.
- Remodel back office to accommodate new core infrastructure rack containing all core connectivity and support systems apparatus.
- Build new support structures for Kitchen Display Devices.
- Add multiple duplex and quad electrical outlets to support added requirements at the front counter, kitchen area, and back office.
- Remove equipment which is palletized for nightly pickup and shipped to a disposal partner. All devices are 100% Green and disposed or refurbished for resale to secondary markets.
- Conduct MAC and/or Break Fix work.

As a result of the project success, other services have emerged. For 2010 and beyond, franchisee sites will be addressed. Site work may include remodels, scraps or rebuilds as well as 100% demolition. MAC work and break/fix will continue through 2012 under Telaid's current contract.

In summary, Telaid has put in place over 20,000 devices and installed over 2.5 million feet of cable.

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 50,000 plus client locations in all 50 states supports the delivering of a variety of technology solutions including Structured Cabling, Data and Voice Network Services, AV Multimedia, Speech Privacy and Productivity Improvement Systems, Hoot and Holler and Paging, and National Project Management and Rollouts.