

TELAID'S JOURNEY FROM MANUAL TO FULLY DIGITIZED PROJECT MANAGEMENT

TELAID® Telaid's initiative to digitize to achieve operational excellence for business transformation

THE ROAD AHEAD

The project has achieved the desired objectives and lays a foundation for Telaid to **deliver outstanding, on-time, on-budget customer service and unlimited revenue growth** over the next decade.

Following our own prescription to **"accelerate technology adoption to achieve our business objectives,"** Telaid has proven our ability to deliver results internally as well as to our customers.

INCREASED REVENUE AND PROFITABILITY

GREATER PRECISION/IMPROVED ACCURACY

YEAR	AVERAGE SITE VISITS / MONTH	TOTAL SITE COUNTS FOR YEAR	% ON TIME	% LATE	% NO SHOWS
2019	4,303	51,639	92.2%	5.9%	1.8%
2020	4,861	58,336	91.5%	6.5%	1.9%
2021	6,357	63,572	94.4%	4.0%	1.5%
2021 YTD (thru Oct)					
2021 Projected		76,286			

IMPROVEMENTS IN EFFICIENCY

- In many cases, eliminated 100% of manual touchpoints
- Increased consistency of data collection

RESULTS ACHIEVED

Achieved streamlined, digital end-to-end client program including on-boarding, project execution, service delivery

ARRIVAL AT DESTINATION

- Team members experience difficulty mastering new systems
- Senior leadership team invests in formalized training program, customer experience center and in-house training center

Transformation Team selects platforms and maps deployment

Engaged external consultant to **conduct end-to-end review of organization, teams and processes**

Evaluated 24+ project execution platforms

Created **"Transformation Team"** – some new hires + key existing employees

Hired new executive leader to drive transformation

Telaid's handles technology deployments and technology lifecycle services that are complex by nature.

COMPLEX DEPLOYMENTS

HUNDREDS OF LOCATIONS IN MATTER OF WEEKS

MULTIPLE PARTIES

EXPEDITED TIMELINES

EQUIPMENT SHIPPED TO DELIVER ON THE DAY

ENGINEERING AND DESIGN OF INNOVATIVE SOLUTIONS

PRECISION PROJECT MANAGEMENT REQUIRED: RIGHT DAY, RIGHT TIME, RIGHT EQUIPMENT

START

PRECISION PROJECT MANAGEMENT

CRYSTAL CLEAR COMMUNICATIONS

FLAWLESS COORDINATION

Successful project completion requires:

ROUTE NEW WAY

Consolidation of data in centralized, cloud-based platform

= open road to **scalability, profitability and customer satisfaction**

DEAD END

- EMAILS
- PHONE COMMUNICATIONS
- STANDALONE ON-PREMISE TICKETING SYSTEM

OLD WAY + SPEED/PRESSURE = increase in client escalations, decrease in efficiency, compromised customer experience

Systems impose consistency of process

BRIDGE OUT AHEAD

- Need time-tested set of best practices to build as the framework in the new systems
- Consolidated process information, distilling out best practices and building optimal process for new shared digital platforms

Directly connected with customers' enterprise systems in some cases

Automated project updates occur in real time

PAVING THE WAY TO VISION 2023

- **Danger:** might compromise project success if transfer clients mid-project
- Decision was made to close out client projects in progress on legacy systems to ensure continuity of service