



# Telecom Designs Goes Above & Beyond for Successful Retail Technology Rollouts

When your reputation is on the line,  
your technology rollout must be flawless.

Telecom Designs are structured cabling and multi-location, in-store installation specialists. Our "above and beyond" approach combines comprehensive site survey, planning and program management, extensive advance preparation. This includes after-hours on-site support, built to order documentation, and ongoing managed services and support. We ensure that our turnkey technology rollouts are flawless, every time.



## Structured Cabling Design & Installation

Conduct extensive site surveys, design, plan, kit, and deploy structured cable buildouts. We've executed thousands of locations over our 30 years in the business, and we get it right every time, whether it's 5 stores or 500 stores.



## In-store POTS Dial Tone Replacement

Survey, map, test and tag all POTS lines, devices, and wireless backup supporting specialty lines such as fire alarm, burglar alarm, elevator, emergency phones, gas meters, electric meters, etc. Install and convert to new devices and then rigorously test and retest to ensure customer acceptance.



## Overhead Paging Systems

Design, re-cable and install IP Telephony/Voice over IP (VoIP) phone and overhead paging system hardware and software including service cutover and the removal of existing systems.



## Managed Services

We manage installs, moves, add, changes, and disconnects for your retail technology and structured cable including new builds, remodels and fixture replacements, expansions, technology migration or upgrades. We also offer a comprehensive suite of white-glove professional services.

## Our Commitment

Our clients are high-profile consumer-facing brick and mortar retail businesses that can't tolerate downtime or torn up retail floors. Nights, weekends, whatever it takes, we get it done. Because we strive to make every store install exactly the same as every other, we avoid surprises and save our clients time and money. Service inquiries can be transmitted easily through our proprietary white label service request and trouble ticketing portal, where they are resolved promptly.

We value our clients' reputations, and are privileged to claim many long-standing relationships with people who trust our experience and judgement. This is how we do it and have done it for over 30 years.



## Our Approach

"Above and beyond" is in our DNA. Over half of our employees have been with us for 10+ years, many for 20 years and longer. Everything we do, every choice we make, every action we document, is in the best interests of our client.

**Pre-project site survey**—Our site surveys are performed by experienced installation technicians who know how to look for and document problematic issues with particular types of infrastructure. Site surveys are structured so that the information they provide can be incorporated into our project plans.

**Project plans**—We develop and author detailed project plan packages as a team collaboration with our clients.

**Preparation**—Our advanced preparation sets us apart:

- Preprogramming Equipment Configurations
- Software Installation
- Asset Tagging
- Serial Number Acquisition
- Shipping and Receiving
- Designing and Building Kits for Projects

If it can be done in advance, we do it in our shop. Faceplates are pre-labeled, telephone devices are extension numbered in advance. Where possible, sub-systems are assembled and tested, then re-packed.

**On-site**—Our program managers and field technicians are experienced, prepared, and able to deal with whatever might happen during the install process. Everything feasibly possible is done in advance with the site survey, in client planning meetings and a kitting/packing process to make the day-of install smooth and seamless.

**Documentation**—We document all work that's performed. Support documentation is relevant to each install and authored to the level of the reader. Where individual users are expected to troubleshoot, we stick to the basics; where the client has a Help Desk we strive to make those people heroes with the quality of our guides.

**Support ticketing, site visits and repairs**—Every client has a custom support request portal login, and a bespoke trouble ticket form. Our support personnel annotate every service inquiry, and we speak directly to the people reporting the incident to ensure that we understand before we act. Many issues are resolved over the telephone or by email/text. We communicate regularly with our client contacts with each order, so they can be assured that we haven't overlooked an issue. A technician dispatched to the site will be briefed on the issue and have the means to resolve it or escalate as needed. We support "repair or return" options for all of the equipment we install.

## About Us

Telecom Designs has over 30 years of Retail Network Management experience in delivering and supporting on time and on budget technology deployments for new store openings, closings, renovations and technology migrations, for supermarket, pharmacy, big box, department, convenience, discount, warehouse, and specialty store customers.

Our national network of field service technicians allows us to go above and beyond with exceptional service and attention to detail for our clients and partners throughout North America.

Let us show you how we can help with your retail technology initiatives. Give us a call today, or contact us at [sales@telecomdesigns.com](mailto:sales@telecomdesigns.com)

We look forward to sharing our knowledge and 30+ years of experience in the space.