



General Performance	Concert	Other (1)	Other (2)
How many years has the Technology Rollout Company (TRC) delivered rollouts?	<u>24+</u>		
How many rollouts has the TRC completed?	<u>420,000+</u>		
What previous contracts has the TRC completed with large organizations? What vetting process did they undergo?	<u>Testimonials</u>		
What is the largest number of locations the TRC has deployed and supported for a single customer?	<u>38,000</u>		
How many countries has the TRC delivered rollouts in?	<u>165</u>		
Do the TRC Project Management Office (PMO) staff hold professional credentials, e.g. <u>BICSI RTPM</u> , PMP, or equivalent?	<u>Yes</u>		
If yes, how many credentialed Project Managers do they have?	<u>40+</u>		
Number of trained and rated local resources (field technicians)	<u>55,000+</u>		
Does the TRC rate on-site Field Technician performance after every job?	<u>Yes</u>		
What percentage of the Fortune 100 has the TRC served?	<u>67%</u>		
What percentage of US Federal Government Departments has the TRC served?	<u>93%</u>		

Service Levels			
What is the TRC's "Tech on Time" percentage?	<u>96.11%</u>		
What is the TRC's "Job Completed Successfully on First visit" percentage?	<u>99.78%</u>		
What is the TRC's coverage* percentage for every US zip code?	<u>100%</u>		
What Service Level Agreement (SLA) does the TRC offer?	2-4 Hrs US 4-8 Hrs Int'l		
Does the TRC offer 24x7 Live Support?	<u>Yes</u>		
Does the TRC have a program dedicated to equipment sparing, smart hands, and emergency SLA support?	<u>Yes</u>		

Methodologies and Processes			
Does the TRC have a system of methodologies developed specifically to deliver multi-technology, multi-site rollouts?	<u>Yes</u>		
Does the TRC provide Customer reports for: Tech on Time, Revisits, Issues	<u>Yes</u>		
Does the TRC have an App dedicated to active infrastructure documentation maintenance?	<u>Yes</u>		
Does the TRC provide an App for customers to place/track jobs?	<u>Yes</u>		
Does the TRC offer an API to integrate customer systems with their application?	<u>Yes</u>		
Do the TRC have a methodology for scaling their project management team when demand increases?	<u>Yes</u>		
Is the TRC an accredited project management training provider?	<u>Yes</u>		

*At least one resource must be available within 50 miles