



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

Service Levels			
What is the TRC's "Tech on Time" percentage?	96.11%		
What is the TRC's "Job Completed Successfully on First visit" percentage?	99.78%		
What is the TRC's coverage* percentage for every US zip code?	100%		
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?	Yes		
Does the TRC have a program dedicated to equipment sparing, smart hands, and emergency SLA support?	Yes		

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

*At least one resource must be available within 50 miles