

Trident Techs Ltd

Retail Industry Market / Unstaffed Locations / Remote Corporate IT, introduction letter

“We need someone onsite to”

If you have said, or been asked that statement; please review this letter

For Store/Regional Managers

Good afternoon,

This letter is intended to aid retailers with a corporate support center (in network, hardware, and site related requests). As retail staff are hired to work with the public and provide them service, hardly any are versed in the support needs of the store operations itself. As a management authority you know that your company has contracts with various vendors to provide infrastructure equipment for the operations of the site. Those companies, then rely on “local” skilled companies to provide the actual ‘hands-on’ or “someone onsite to...” work.

TridentTechsLtd is one of those companies that will attend nationwide branded retail stores, to perform those requests. In this letter you will find some of the services we perform, and would like to be there for you, when your store(s) have a need that arises. By having us look after this, your staff can look after the public; your corporate support will get an unquestionable diagnosis’, recommendations, fixes, or upgrades done right.

In order for us to become your support though, we need to connect with your internal corporate support. Please either provide information to us directly, or forward it onto corporate support, and we can work with them.

To generalize what we offer there are main categories, for which we have sub-categories.

➤ **Store Equipment (Hardware Devices) (Installations & Repairs)**

- Public Facing (POS Station, touch screen, keyboard, scanner, receipt printer, price display, cash drawer, card swipe, UPS, network jacks, phone jacks)
- Back Office (Primary Server, office printer, inventory hand scanners, iPads)
- In-Store music system (vendor provided, player, amplifier, paging, network feed)
- Customer Traffic Counters (vendor provided, installation, module change out, removal)
- Unique POP equipment (vendor provided, mechanical, visual, repair)
- Custom product shelving/rack installations (vendor provided)
- Site audits (provide inventory of corporate assets onsite, pictures of public facing and presentation of merchandise)
- Holiday equipment (heavy sales periods, requiring additional POS stations setup)

➤ **Technical Services (Installations & Repairs)**

- Network Rack Work (additional / rewire / relocate / component changes / inspections)
- IT Equipment (audits /additional / EOL upgrades / troubleshoot failure point)
- Telecommunications (AT&T/Allstream/Telus land service, satellite, UHF/VHF tech)
- Commercial Security systems installer/programmer (vendor provided, Proxy, CCTV, area sensors)
- Audio/Video setup, or VIP presentation standby tech, Special Event promotions
- Data Migration (corporate IT/NOC coordinated, NAS / Storage Arrays)
- Certified Secure Data Wipes (discontinued product cleansing, removal)

➤ **Project Coordination & IT Support (an On-Site Staff Solution)**

- IT Support (Lifecycle projects for leased equipment, imaging, user equipment issues)
- Standard / Thin client deployments (information provided by NOC, or IT department)
- Project Coordination (handled thousands of orders for telecom circuits scheduling)
- Daily user of Mac/Win OS, VMWare, and remote-in applications

Trident Techs Ltd has been performing, On-Demand / Short Notice scheduled visits to resolve issues for clients on a contract-contract basis. Some projects have lasted for over a week out-of-town where the work required, could not be performed with just an in/out visit.

Though we can't mention every client or vendor we've worked for, you can visit our company site, to see some of them, but not the assignment (confidentiality).

For our 4th year, we would like to have more direct clients, and are extending this offer to you, your company, and the vendors you deal with directly, that may have zero support staff in Western Canada, but require work performed.

We are open to On-Demand (short notice) call outs, scheduled site visits (one or more times per week), or a longer term (eg. 3-12 month) project. If you have a specific project coming up, or are currently in need of our services, contact us to arrange an SLA, SOW, and pricing.

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