



2008 Accomplishments

Performed Network Upgrade in 921 Nationwide Locations:

- Completed in 120 days
- Network cutover to new Cisco router and VLAN port map
- Segregated wireless network traffic from point of sale traffic for PCI compliance
- Install approximately 3 new Cisco switches in troubleshooting bench
- Customized reporting, POI tool
- Provided Help desk support

Performed Integration, Logistics and Installations of Back up Appliance units at 1571 Locations:

- The project consisted of system refresh, memory upgrade, disc drive installation, ILO network cable installation and inserting upgrade DVD into drive
- Completed in 32 days
- Customized reporting, POI tool
- Provided Help desk support

Integration, Rollout, Logistics and Installation Register Refresh:

- 100 sites across the US completed in 15 days
- 1 for 1 replacement of registers for national travel center
- Created a custom solution to automatically backup and restore data to a new file server
- Provided helpdesk support for register and server configuration

Planned Logistics and Installation of Debit Card Readers and Custom Bracket Replacement :

- Completed 893 sites in 15 days
- Deployed 5047 Debit Reader units with brackets and stands
- Tracked and managed over 12,000 pieces of equipment
- Custom Reporting

Installation of Back up Device in over 900 Nationwide Locations:

- Over 900 sites completed across the US beginning July and finishing in October
- Installed Mars terminals
- Customized reporting and POI tool
- Help Desk Level 1 support
- Online billing



2008 Accomplishments (Cont'd)

Implemented ZEBRA Receipt Printer upgrade in 200 locations:

- Completed in 11 days
- Customized reporting and POI tool
- Help Desk Level 1 support
- Online billing

Dispatch Model:

- 700 Locations
- De-install Sites; 2 sites per night per technician
- De-installed consisted of unhooking and moving registers and running a temporary cable
- Re-install Sites; 1 site per night per technician
- Re-installs consisted of moving registers back into place and hooking back up
- Installed new equipment by site
- Programmed all new equipment

Rolled out and Implemented 228 Western Union Money Order Upgrades:

- 228 Locations
- Completed in 7 days
- Custom kitting and consolidation
- Inventory tracking
- Customized reporting and POI tool

Rolled out and Implemented 1612 Debit Reader upgrades and 181 Fuel Chip upgrades:

- 269 locations
- Completed in 11 days
- Inventory tracking
- Customized reporting and POI tool
- Help Desk for Level 1 Support



2008 Accomplishments (Cont'd)

Performed Survey, Structured Cable, and Hardware Installation in 19 Locations on West Coast:

- Completed in 11 Days
- Ran new Cat5e cables, tested and validated
- Installed Wireless access Points, Switches, Routers, Back up modems, PC's and Printers with on site configurations
- Customized reporting and POI tool

Custom Fabrication and Logistics:

- Custom built 248 single sided and 451 double sided EPC Stands
- Completed production and delivery (to 9 states) in 12 days
- Custom POD web tool with tracking provided

Server Recovery, Refurbishment and Return Logistics:

- Recovered unused servers from DC's in 13 states
- Refurbished servers previously returned from the DC's to specific site specifications
- Shipped servers to different locations, and parted out servers for upgrade kits
- Provided complete inventory and shipping tracking with custom POD web tool

Custom Delivery:

Delivered 1 pallet, weighing approximately 300 lbs, containing new server equipment to each of the customers 148 locations based on an install schedule that was provided and controlled by the customer. With the weight of each pallet in consideration, R&R deployed Class B CDL drivers in 26ft box trucks to maximize the efficiency of each route created. All pallets were shipped to our warehouse for storage prior to deployment.

- Created customized POD's
- Created daily delivery and status reports for customer in addition to our automated, web based delivery completion reports
- Designed a web dashboard tool for on-demand, real-time delivery reporting status

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