

R&R Solutions

2010 Overview





R&R Solutions Highlights

- Celebrated 14th year in business with revenue of \$20 Million & Certified Woman Owned
- Visited nearly 20,000 sites across 27 turnkey projects in a single year
- Delivered, installed & recovered over 200,000 pieces of equipment in a single year
- Imaged over 30,000 PCs with a mixture of (4) four unique images, in 13 days
- During our (90) ninety day season peak we visited 15,000 sites with 250 technicians
- Visited over 4000 sites in (30) thirty days for an emergency project, with 4 days notice
- Custom designed, built, delivered & installed over 3,000 RFID/POS/Server Racks...etc.
- Performed a Complete Rack & Stack/Network PCI Refresh for Truck Stop Chain
- Complete retail network remediation from ground up. Every network device in the store was touched to standardize each location
- Repaired, including board level repair, over 170,000 Debit Card Readers
- Physically recovered, refurbished & re-installed over 5,000 POS units
- Installed over 2,000 printers Nationwide for Lexmark
- Installed over 700,000 feet of structured cabling
- *All work was performed by our own uniformed & badged W-2 employees (no subcontractors)
- *Included a dedicated PM, PCs, help desk & real time custom web portal (also GPS vehicle tracking)

Truck Stop Retailer

Summary:

Installation of indoor and outdoor wireless access points to provide updated wireless infrastructure.

- *184 Total Sites*
- *4 Teams*
- *39 Project Working Days*
- *1 Coordinator*
- *1 Help Desk*
- *1 Project Manager*

Truck Stop Retailer

Summary:

R&R Solutions installed a Transflow Express kiosk at Truck stops across the US.

- *85 Total Sites*
- *15 Project Working Days*
- *3 Teams*
- *1 Project Manager*
- *1 Project Coordinator*

Fortune 500 Company

Summary:

R&R Solutions received, warehoused and shipped 300 printer units. R&R Solutions technicians completed installation of current generation printer equipment at Bank locations across the US. After installation the R&R Solutions technicians provided end user training on all new equipment.

- *2 Corporate locations*
- *15 Project Working Days*
- *6 teams*
- *1 Project Manager*
- *1 Project Coordinator*



Fortune 500 Company

Summary:

- *February 1- April 1*
- *R&R Solutions provided post installation technical training & support at 300 converted bank locations*
- *9 teams traveling through Southwest US*
- *1 site per day per technician*

Fortune 500 Company

Summary:

- *We utilized our national warehousing partner to coordinate the reception, storage and shipment of 527 pallets of printers for a 90 day project*

Truck Stop Retailer

Summary:

Total Network remediation. Retailer bought 150 truck stop locations. R&R Solutions was contracted to install the new network infrastructure and bring the exiting network to the new standard.

- *150 Total Sites*
- *62 Project Working Days*
- *10 Teams of 3*
- *1 Project Manager*
- *1 Project Coordinator*
- *3 Help Desk*

Fortune 500 Company

Summary:

R&R Solutions surveyed, installed, configured and trained end users on printers across the entire home office corporate campus.

- *6 Technicians*
- *1 Project Manager*
- *35 Buildings in the Corporate Campus*
- *1200 Devices De-Installed*
- *800 Device Moves*
- *630 New Printers*

Fortune 500 Company

Summary:

R&R Solutions completed installation of current generation printer equipment at Bank locations across the US. After installation the R&R Solutions technicians provided end user training on all new equipment.

- *1692 Sites*
- *169 Working Project Days*
- *5 Two man Teams*
- *1 Project Manager*
- *2 Project Coordinators*
- *1 Help Desk*

IBM & High End Furniture Retailer

Summary:

Update high-end consumer decorating retail environment to current generation IBM registers and controller. R&R Solutions technicians installed new POS system on Day 1 Visit then returned to the site for store personnel training with a Day 2 visit.

- *224 Total Sites*
- *7 Teams*
- *23 Total Project Working Days*
- *1 Help Desk*
- *1 Project Coordinator*

Cellular Carrier

Summary:

Install customer service Kiosk.

- *10/4/10 – 10/22/10*
- *14 Project Working Days*
- *133 Sites*
- *5 Teams*
- *1 Help Desk*
- *1 Coordinator*

Cellular Carrier

Summary:

Install Windows 7 Experience kiosk across the retail chain.

- *10/11/10 – 10/29/10*
- *14 Total Project Working Days*
- *1700 Sites*
- *34 Total Teams*
- *5 Help Desk*
- *4 Coordinators*

Cellular Carrier

Summary:

Provide dispatch onsite support for retail stores.

- *Dispatch support for 1700 sites*
- *R&R Solutions team dispatches technicians based on customer ticketing requests*
- *24 Hour response time*

Retailer

Summary:

Decommission the Garden Center at retail stores nation wide.

- *09/30/10 – 10/08/10*
- *229 Sites*
- *Dispatch technicians*
- *R&R Solutions Dispatch team scheduled and managed all site installations*

IBM Retailer Remodel

Summary:

Add additional functionality to the audio installation bay and new printer to the managers office.

- *10/10/10 – 10/27/10*
- *10 Total Project Working Days*
- *36 Sites*
- *15 Total Teams*
- *1 Project Coordinator*



IBM Clothing Retailer POS Integration

Summary:

Provide Kit &T Consolidation and shipping for IBM point of sale units.

- *Kit & Consolidation*
- *Ship to Store*

IBM Kiosk Depot/On-Site

Summary:

R&R Solutions provides troubleshooting and depot location for Kiosk. Kiosk is installed in fast food locations across the United States. R&R Solutions manages a team of dispatch technicians to provide hands on break fix troubleshooting.

IBM Jewelry Retailer

Summary:

R&R Solutions technicians installed new customer kiosk at retail jewelry locations across the US.

- *Dispatch Installations*
- *R&R Solutions Dispatch team managed and scheduled site installations*
- *139 Locations*

IBM Clothing Retailer

Summary:

R&R Solutions managed complete network infrastructure remediation across retail clothing store nation wide. Tasks included new network rack build out, complete point of sale change, network reconfiguration and wireless access points.

- *7/5/10 – 11/2/10*
- *78 Total Project Working Days*
- *869 Total Sites*
- *12 2 Man Teams*
- *4 Help Desk*
- *4 Coordinators*



IBM Clothing Retailer Memory Upgrade

Summary:

R&R Solutions managed dispatch technicians to upgrade point of sale memory at clothing retailer nationwide.

- *10/11/10 – 10/29/10*
- *14 Total Project Working Days*
- *625 Sites*
- *Dispatch Technicians*
- *5 Help Desk*
- *3 Coordinators*