

# **Corporate Overview**



"SERVICE THE WAY YOU EXPECT IT"

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# **CORPORATE OVERVIEW**

**RWTC Inc.** is a highly focused, quality service-based organization, headed by experienced professionals that support Canadian telecommunications carriers as well as large US integrators and enterprise customers. RWTC's organization works together to provide the best of breed solutions that involve:

- Technology skills and expertise
- Interpersonal skills
- Project management methodology
- Hardware and software systems

<u>Enterprise Services</u> provides turn-key deployment and support services for corporate networks, IT environments and retail technology solutions.

**Telecom Services** provides end-to-end solutions for telecom inside plant applications.

<u>Electrical Services</u> provided by on–staff licensed electricians in the Greater Toronto Area.

<u>Fiber Optic Construction Services</u> provides technical expertise, professional resources and implementation services for inside plant fiber optics installations.

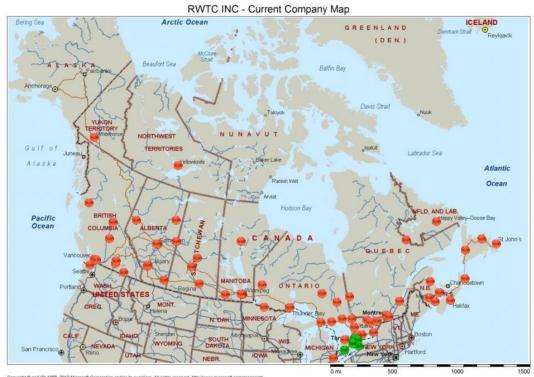
With an established national presence of experienced field technicians, engineers, professional consultants and technology specialists, RWTC leverages its expertise to provide a core set of services to clients in Canada and the USA. These services include:

- Assessment, design, engineering and project management support
- Infrastructure cabling and inside plant fiber installation services
- Installation, testing and turn-up of various network and customer circuitry
- Service assurance, maintenance and remedial support
- Technician dispatch (7/24) coverage, troubleshoot, swap/replacement

**RWTC Inc.** operates and supports clients in the following cities across Canada. Support, services and installation are available in many other remote locations across Canada. Please see our coverage map located below or please inquire for other specific locations where RWTC has technical personnel providing installation services. Main service areas include the following locations:

■ Toronto	■ St. Johns
<ul><li>Windsor</li></ul>	<ul><li>Charlottetown</li></ul>
<ul><li>London</li></ul>	<ul><li>Vancouver</li></ul>
<ul><li>Ottawa</li></ul>	■ Edmonton
<ul><li>Montreal</li></ul>	<ul><li>Calgary</li></ul>
<ul><li>Quebec City</li></ul>	<ul><li>Winnipeg</li></ul>
<ul><li>Halifax</li></ul>	<ul><li>Regina</li></ul>
<ul><li>Moncton</li></ul>	<ul><li>Saskatoon</li></ul>

# **CORE COMPETENCIES**



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# **ENTERPRISE SERVICES**

**RWTC** has been providing a wide range of enterprise services for many years that support carrier based clients, OEMs and government based organizations. These services include:

- Cabling & infrastructure
  - o Voice and data, conduit, In-building SM & MM Fiber deployments
  - DSL, LAN/WAN, SIP, POTS, WiFi, Security and POS
- Installation & Deployment
  - o IP Equipment, wireless, VOIP, PBX, cabling, routers
  - "White Label" projects
  - Flat rate and time and material contracts
- Staging and Configuration
  - o Equipment configuration, testing, kitting and warehousing

- Volume or per unit pricing available with SLA
- Logistics support and reporting
- Access and Security Services
  - o Discreet indoor and outdoor surveillance system implementation
  - Managing NFC wireless electronic locking systems to control access
  - o Mobile surveillance technology integration
- Video Conferencing and Audio Visual Systems for Training and Conference Rooms
  - o Engineering, design and installation services
  - o Product selection that fits your needs and pocketbook
- Sound Masking
  - Engineering, design and installation services
  - o Product selection that fits your needs and pocketbook
- Field Service and Support
  - o Technician dispatch (7/24) coverage and RMA replacement
  - National coverage, tools, test equipment and vehicles
  - National warehousing and call center
- Maintenance Services
  - o SLA national 7/24 coverage, emergency response
  - Parts and swap units, RMA processing

#### **TELECOM SERVICES**

**RWTC** provides a wide range of Telecom Services beginning with the planning phase and continuing through to testing, acceptance and post-installation support. At RWTC we will tackle all jobs, large or small – with urgent timelines or otherwise. Our rapid deployment solutions ensure that critical technologies including DAS wireless networks, physical security technologies, Point Of Sale, core telecom network technologies and other systems are fully functional and properly deployed on budget and on time. RWTC's quality service and commitment includes:

- Network equipment installation, commissioning and turn-up
- Structured cabling and wiring
- Rack and stack services for network equipment
- Indoor framing, racks, fiber raceways and cable ladders
- In-building fiber, coax and Ethernet cable installation and splicing
- DAS low PIM cable, components and testing
- RF cable, conduit for indoor and outdoor antennas
- DC power plant and cabling installation and turn-up
- AC electrical services including grounding and bonding
- Equipment maintenance and support
- Site construction and project management of data center builds
- De-commissioning and re-sale of grey market equipment



- 24/7 Break/fix support
- Real Estate and Building Property Management
- Contractor Site Review
- Engineering Review
- Test Records
- Installation Photographs & Documentation

#### **ELECTRICAL SERVICES**

Our licensed electricians are based in Mississauga, Ontario and provide basic electrical installation and service to many retailers and commercial businesses throughout the Greater Toronto Area as required.

#### FIBER CONSTRUCTION SERVICES

RWTC also provides an array of fiber optic construction services to meet our customers' specific needs:

- Perform Site Surveys to provide input to drawings
- Perform Site Surveys to provide locate services
- Perform Rod and Rope services on existing conduit from property line to the building
- Internal fiber construction including conduit builds and stringing, EMT, PVC, Innerduct, Microduct etc.
- Fiber cable pulls and Fiber panel mounting
- Perform roof top non penetrating antenna mount installations
- Perform both SM and MM fiber splicing (we have both Fujikura and INNO splicers in our trucks)
- Perform mechanical fiber terminations (we carry Corning termination kits)
- EXFO ODTR testing. We perform any testing and can download those files for our customers if required.

# **COMPETITIVE ADVANTAGES**

At **RWTC** our number one corporate objective is keeping our clients satisfied. This has fueled RWTC's growth into expanding the business operations and service offerings from Ontario to the western and eastern regions of Canada.

RWTC operates with a core staff of 60 employees plus a large independent contractor base of over 350 professionals and technicians with various skill-sets. RWTC would be pleased to provide a detailed profile and project experience summary for any of the management team and their support team members upon request.

RWTC ensures projects are completed on-time and on-budget. We believe that RWTC's experience and service methodology of "high-touch" with our clients is part of the RWTC difference. Our key advantages are summarized below:

#### **Turn Key**

- Turn Key service deployment and support plan
- Centralized dispatch operations centre
- End to end project ownership

# **Flexibility**

- Ability to scale resources upon demand
- Ability to customize services and branding for each project
- Maintenance and support on a national, regional and local basis

#### Communication

- 24/7 Customer Support
- Single Point of Contact (SPOC) through all project phases
- Daily and weekly project communication

### Knowledgeable

- Experienced and knowledgeable employees
- Technicians have proper and thorough training
- Provide the customer with a personal touch

#### **Trust/Credibility**

- Proven record in providing quality service
- Reliable and on time delivery of all solutions