



More Experience. Better Business Solutions.

Teledec

INTERNATIONAL

TRANSFORMING ORGANIZATIONS
SINCE 1987



OVERVIEW.

Teledec International works with organizations to assess operational effectiveness, identify infrastructure and technology transformation requirements, develop learning programs designed to enhance skills and employee performance, improve and enhance marketing and sales processes, and identify and engage outsourcing and staffing resources, while creating a sustainable growth culture. Through proprietary processes supported by more than 30 years of experience, Teledec senior consultants, designers and engineers build and implement customized business solutions that deliver significant ROI by protecting and improving your organizational assets.

Teledec has been a premier provider of operational, training, and staffing services since 1987. Started as a training company, Teledec's principals are experienced and highly skilled business professionals who have a deep commitment to performance and value. Delivering world-class business solutions requires a deep understanding of industries and markets, as well as having the right people, with the right skills, to get the job done. More than 150 global corporations and institutions have come to rely on Teledec's innovative and cost effective solutions that span an astonishing number of integrated services across a spectrum of industry-specific platforms.

Our goal is to generate measurable results and value for our clients through reliable, cost-effective, high-quality, and innovative services. We are specialists in customizing every aspect of our services to meet the client's exact needs, including research, analysis, design, application development, production, outsourcing and staffing, delivery, and project management.

Call 630.300.5121 to discuss your needs with one of our consultants, and for a FREE estimate or visit our website at teledec.com for more information.



Focus.

Your success—is our obsession.

Your success is our focus. Our efforts are concentrated on providing custom designed solutions of superior quality that deliver the highest level of performance and value. By applying repeatable and proven methodologies, we provide unparalleled, performance-based, customer-centric solutions that support your business and growth objectives.

Experience.

Experience and foresight leads to performance improvements.

Teledec’s Business Solutions offers its clients a depth of experience in identifying and developing custom solutions designed to improve business performance. From operations through customer support, we deliver effective solutions that build your bottom line. We believe that the best solutions are the by-product of a symbiotic partnership between your senior management team and our team of strategists and implementation specialists — working together to deliver exceptional performance and meaningful ROI.

Teledec specializes in operations, training, and staffing to a variety of audiences – management, sales force, customers, etc. We

engage experienced consultants, in-house designers, producers and developers, to execute our custom solutions, applying the latest state-of-the-art technologies to ensure success.

Our strength is in helping organizations develop more strategic and adaptive programs that significantly improve business performance. Teledec has a rich history of experience and leadership as a single source provider of integrated business solutions.

Our services including:

- Operations
 - Business Process, Infrastructure Transformation and Outsourcing
 - Technology
 - Sales and Marketing
- Learning
 - Custom Content Development
 - Testing and Certification
 - Production and Delivery
- Staffing

Backed by more than 30 years of experience, Teledec Business Solutions delivers optimum value and service, improving performance, advancing your business agenda and giving you a meaningful ROI.

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Flexibility.

Your success—is our obsession.

With Teledec Business Solutions, you're not locked into one approach or solution. Our process allows for the integration of a variety of methodologies, techniques, and delivery options, to ensure program performance and cost management. You're in control beginning to end—from establishing the objectives to the solution design to integration and delivery. And we guarantee that your invoice will match the quote you approve (unless you add to the program specifications). Should the program specs change, you will be provided a revised quote. Work will not proceed without your authorization.

You're In Control.

100% Involvement and Control

Teledec Business Solutions gives your senior management team the ability to control 100% of the design and project development. We guarantee that your invoice will match the quote you approve (unless you add to the project specification). Should the project spec change, you will be provided a revised quote. Work will not proceed without your authorization.

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Customized Payment Options.

Teledec's Leasemedia™ allows you to get what you NEED now, and to pay for it over time. Because every company's needs are different, no two plans are the same. Leasemedia™ allows you ultimate flexibility. You choose your own plan - payment, period, scope.

Satisfaction—For You And Your Organization.

It's a win-win proposition.

Teledec Business Solutions provides the greatest possible benefits your organization by improving performance and ROI.

Benefits Include:

- Best of breed
- Extensive experience
- Innovative strategy and execution
- Single source service provider
- True collaborative partnership
- Ability to control the project and manage the delivery
- Guaranteed Fees
- Leasemedia™ payment options
- Managed costs, increased value and ROI



Getting The Best.

Getting exceptional services means having an exceptional provider.

Teledec offers a highly customized approach to identifying and delivering the services that work best to meet your organization's needs. We listen carefully to your criteria to ensure that the right solution, timetable and costs are established and then we deliver the project on time and on budget, meeting or exceeding your expectations!

Providing the best services also means giving you the choices and control you need in order to ensure the best solutions for your business.

Flexible Choices.

Successful business solutions require flexibility.

With Teledec, you're not locked into one approach or solution. Our approach allows you to integrate a variety of strategies and services including Business Process, Infrastructure Transformation and Outsourcing, Technology, Learning, and Staffing, to ensure that programs are customized and adoptive to your specific needs.

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We'll Work Closely with Your Management Team ...

Teledec can help establish a true collaborative partnership between your management team and our staff throughout the entire project lifecycle including:

- Establishing Communication Protocols
- Connectivity
- Project Management
- Remote Project Reviews
- Performance and Service Monitoring

REPRESENTATIVE CLIENTS

BP America, Inc.
Baxter Healthcare
Catalyst Corp.
Cisco
Fedders Corp.
ITW Trans Tech, Inc.
McDonald's
Panduit
Parker
Northrop Grumman
Safety Kleen



Engaging, Adaptive, and Interactive.

Not just words, but the underlying principle behind Teledec's Learning Methodologies.

Teledec specializes in instruction design and delivery of complex technical content to a variety of audiences - employees, new hire, sales force, customers, dealers, etc. Teledec engages instructional designers, in-house writers and developers in all training projects, and employs state-of-the-art in house video, audio, graphics and animations capabilities to embellish the custom content it creates. Teledec also applies the latest advances in web based interactive delivery to ensure a state-of-the-art solution.

Our services including:

- Technical Writing
- Testing and Certification
- Interactive LMS
- Video Production
- Multimedia
- Animation and Graphics
- Live Support

Business Simulations.

Not just words, but the underlying principle behind Teledec's Learning Methodologies.

There are many professional fields train by experiential learning methods such as pilots,

the military, healthcare and medical professionals, police and fire professionals, and many others... so why not train your staff the same way?

Teledec has a long history of using business simulations to provide an interactive learning experience that requires participants to apply what they have learned in a business training event in a robust, risk-free environment.

Participants build relevant skills, improve conceptual knowledge, and gain a better appreciation of business strategy and the systems of business management in order to build skills and improve performance.

Interpretive simulations serve as the bridge between learning and real-life experience. They provide participants with the opportunity to make relevant decisions in a competitive marketplace in functions associated with roles in your company.

Backed by more than 30 years of experience, Teledec delivers optimum value and service, advancing your business training agenda and giving you a meaningful ROI.

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Business Relationship Management.

A crucial link between a service provider and the business acting as a connector, orchestrator, and navigator.

Business Relationship Management Professional (BRMP®) training is a world-class professional development program designed to provide a solid foundation-level knowledge of Business Relationship Management. The BRMP® exam is designed to test an individual's learning through rigorous examination providing a leading verifiable benchmark of BRM professional acumen and achievement. Business Relationship Management embodies a set of competencies (knowledge, skills, and behaviors) to foster an effective business value-producing relationship between a service provider and its business partners.

Certified Agile Service Manager.

The application and integration of agile thinking into service management processes and process design.

A sixteen hour course that provides an introduction to Agile Service Management the application and integration of agile thinking into service management processes and process design projects. Agile thinking improves IT's effectiveness and efficiency and enables IT to continue to deliver value in the face of changing requirements.

A Certified Agile Service Manager (CASM) is the operational counterpart to a Certified Scrum Master (CSM). Working together, ScrumMasters and Agile Service Managers can instill agile thinking into the entire IT the basis of a DevOps culture.

DevOps.

Communication, collaboration, integration and automation to improve the flow of work between developers and IT operations.

A sixteen hour course provides an introduction to DevOps – the cultural and professional movement that stresses communication, collaboration, integration and automation in order to improve the flow of work between software developers and IT operations professionals. Improved workflows will result in an improved ability to design, develop, deploy and operate software and services faster.

DevOps Foundation Class culminates with an independent Foundation exam. Successfully passing (65%) the 60 minute exam, consisting of 40 multiple-choice questions. The DevOps Foundation certificate will be the pre-requisite for future DevOps certification courses, including DevOps Practitioner.

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Teledec

INTERNATIONAL

STAFFING



Customized Staffing Solutions.

Connecting senior, experienced professionals to opportunities at small, medium and large companies in Healthcare, Finance, Industrial and IT industries.

Teledec is a full service staffing firm offering traditional recruiting and staffing services with an unparalleled commitment to customized customer service. Our goal is to be the best and most professional option for your employment needs.

We provide staffing solutions throughout the United States in the Regulatory Compliance, Information Technology, Engineering, Organizational Development and sales fields. In addition, we can service your unique staffing situations with a customized search in virtually any employment area. Our recruiting staff has over twenty years of experience servicing the needs of both large and small companies.

The market for highly qualified candidates is extremely competitive. Teledec can connect you with top talent to your open positions quickly – for long terms or short term assignments. Our staff augmentation team has expert knowledge in your industry and in your local job market to help you find the right professionals, whether you need them for just a few weeks, a couple of months, or for the long term. With the flexibility to help organizations scale up or down depending on their workflow, we enable you to maximize your resources and leverage your business opportunities.

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