



## Business Update

### Helping Clients Just Like You

2009 Update

Even during a business year that has been very challenging for many companies, we've helped our clients make progress. Ranging from well-known long-time clients like Follet Higher Education Group and The Second City to smaller companies on the move in their local markets, they say we've helped them operate more effectively in tough times. Perhaps you will see your business needs reflected in these thumbnail updates – and get a better idea about the specific ways we can help your business to succeed despite these troubling economic times.

#### What Have We Delivered?

By providing the excellent customer service and partnership style that are hallmarks of our business we delivered our proven:

- Technology services
- Security services
- Low-voltage services
- Business relocation services
- Retail store operations services

#### Who Have We Helped – and How Have We Met Their Needs?

**Dr. Paul Denmark:** We helped this busy doctor with a relocation of his practice. To make sure his expanding practice was up-and-running quickly – and to address growth requirements – we expanded the Toshiba phone system and implemented the complete design/install cabling infrastructure for operatories, reception area, and general offices for voice and data connections. We also extended the video, voice, and internet connections from the various provider's demarcation point in the mall to his new offices – and installed an overhead speaker system for background music to please patients. Dr. Denmark said it was a job well done.

**Cook County:** We helped this large, complex government agency with some of their security needs. We installed a video camera solution to monitor public vestibules as well as office interiors. Used as a crime deterrent, the monitors show the public and employees what areas are being recorded. Our ability to quickly address a pressing need was noted as very helpful.

## Reader Highlights

- Clients needs addressed in a challenging economy
- Medlin provides services to government and private industry
- Client story thumbnails provide quick reviews and updates

**Village of Lansing:** This city government needed a database application to compile statistics to support their “Crime Free Housing” initiative – one that was very important to both local township leaders and residents. We provided the design and deployment services to make this application a reality. We also provided this organization with a new phone system and card access system as well as improving village hall coordination of phone service and network services. This township appreciated our knowledge and budget-friendly services.

**The Matthews Group:** This fast-paced financial trading firm has special communication needs – specifically a large number of speed dials and two phones per desk per professional. They routinely conduct conversations with their clients and their trading floor representatives at the same time, but are required to keep the conversations separate. They tell us they appreciate our speed and flexibility in providing a solution.

**Event Creative:** For this growing special events production company, we installed a new telephone solution including call recording, voicemail to email integration, and web-based programming and management. The new system is helping them to improve the efficiency of several departments, including the sales and customer service departments. We help them with essential information they need to develop their staff and improve their overall operation. They say they like our collaborative style of working together.

**John Amico Company:** This educational service company needed a messaging platform that would allow associates who are not employees of the company to have a voicemail presence. The users can leave messages for individuals or groups, and those messages can be delivered via email or via traditional voicemail means. They tell us they appreciated our creativity to help solve an important problem.

**The Cara Group:** The Cara Group took advantage of the attractive leasing incentives at their building to secure more space. We helped them capitalize on that good opportunity and provided cabling services to connect both the new and existing suites to a centralized system. Medlin worked with the building management, movers, and office furniture provider to ensure a lack of business disruption. They liked our “smooth transition” style of service.

**Follett Higher Education Group:** This nation-wide organization needed to implement a PCI Compliance requirement – one essential to protecting data for their thousands of customers. We helped them meet the requirement in an innovative and cost-effective way. We developed a specially designed locking data cabinet that we installed at over 600 of their locations in this year. In addition to the unique cabinet solution, we re-cabled many of the stores to relocate their data equipment within their stores ensuring an even greater measure of protection. They tell us they like our “safety-minded” thinking.

**The Second City:** When this famous Chicago institution took over the space previously operated as the Black Orchid, they needed lots of help. They called on us to provision and implement their voice/data/AV and cabling requirements. These long-time clients, say we “never disappoint”.

## **About Medlin Communications**

Founded, in 1989, Medlin is a leading provider of technology, security, business relocation, low-voltage and retail store operations services. The company’s extensive experience and proven approach to delivering high quality services and solutions has enabled it to enjoy consistently high client satisfaction ratings. Medlin excels at addressing their client’s voice/data integration needs and low-voltage electrical requirements, as well as providing value-add related services. Specializing in the unique needs of cross-industry SMB companies and national retailers with company owned stores, Medlin is known for establishing long-term partnership with its clients.

**To learn more visit: [www.medlininc.com](http://www.medlininc.com) or call 1-800-4MEDLIN**