



Medlin Communications Inc.: Frequently Asked Questions

What does Medlin Communications Inc. do?

We deliver **Business Technology solutions** and **Low-Voltage Electrical solutions**.

Acting as a partner to our clients, we help them select and install the right technology solutions for their business. In addition, we provide effective services to maintain and support those assets in their business.

We deliver low-voltage electrical infrastructure (cabling and wiring) and the business technology systems required for our client's operations. For instance, we serve national retailers who are opening and renovating stores from coast to coast. In addition to providing effective project management required for these complex projects, we custom design, sell, install and maintain low voltage electrical systems and business technology systems in these areas:

- All levels of communications cabling, fiber and wiring
- VoIP and traditional phone systems
- Secured access systems & monitored security for exits/entrances
- Paging systems (single & multi-zone) for field contact, announcements, talk-back, and music
- Sound masking
- Fire alarm solutions for retail spaces and warehouses
- Low voltage energy management systems to remotely administer lights/heating/cooling
- Audio/Visual solutions
- CATV & CCTV systems color/black & white, indoor/outdoor, IP or traditional, with or without DVR
- Data Center environments

Who are your typical clients?

We serve thousands of cross-industry companies of all sizes, providing them with business technology solutions. We enjoy long-term relationships with well-known names; Chicago's **The Second City**, as an example, refers to us as "their trusted partner."

We also have long-term relationships with national retailers like **Follett**, **Staples** and **AT&T**. They think of us as "team members" who help them open – and upgrade – their stores across the country.

How long has Medlin Communications been in business?

We started in 1989 and have grown the business to serve well over 3,000 clients. We have been partners with most of our clients for more than a decade. We started the business with a good idea and a strong service orientation and we have become a well respected, still-growing business managing client projects from Florida to California.

Who are your business partners?

We also have long-term relationships with leading solution providers such as:

Avaya, Toshiba, Cisco, Asterisk, Berk-Tek, Ortronics, Leviton, Belden, Superior/Essex, Bogen, Wheelock, Valcom, Viking Electronics, Tripplite, Alpha Technologies, Cooper B-Line, UCS/Call One, Globalcom, Pelco, Keyscan, FireLite, Plantronics, Sennheiser, Chatsworth, Fluke, Homaco, Erico, 3M, Xorcomm, Amp, Polycom, EnGenius, Multi Tech, Adtran, 3-Com, Sonicwall, Mid-Atlantic, Altronics, NetGear, Talk-A-Phone, Aiphone, Honeywell, Denon, and Boston Acoustics... just to name a few!

What differentiates Medlin Communications from your competitors?

Our clients can best answer that question. We talk with them on a regular basis to get their feedback and in a word they say, "Service."

Our clients tell us they appreciate the way we work hard to provide responsive service, go the "extra mile," and come up with resourceful solutions to unexpected challenges. Quite a few mention that we are their "go to" resource when other providers have "messed things up." The vast majority say we have earned the position of "valued partner" in their business.

We also differentiate ourselves by virtue of how we have organized our resources and deploy our expertise. Our company is extremely agile and cost competitive because we have built a very strong headquarters team of project managers and customer service leaders. In the field we have developed a highly effective project management-led solution model that allows us to staff a wide range of projects on a nationwide basis with highly expert technicians.

What does a typical project look like for you?

Every project is different, and every one starts with our three 'A' approach: Ask, Assess and Advise. When the consultative approach is taken up front, the project is guaranteed to run smoothly. Projects range in size from 115,000 square foot retail spaces (Bass Pro Shops, Woodridge IL), to Midwest regional rollouts (Staples) to integrating VOIP solutions for a single customer over 10 locations (Crane Composites) to larger complete 'engineer to installation' developments and build outs (Watersaver/Guardian). Our designed flexibility allows us to fill many roles.