

# Advisor

TAYLORED



IT FOR  
**COMMERCIAL  
REAL ESTATE**



**TAYLORED  
SYSTEMS**

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# THE VENDOR CHALLENGE: FINDING PROVIDERS WHO WILL TAKE CARE OF YOUR CLIENTS

When commercial tenants don't have a vendor to perform work at their facility, they rely on property managers to refer someone who can handle the job. You probably already have plenty of relationships with contacts such as general contractors and architects. But the technology needs of businesses are growing, meaning that commercial buildings need to be equipped with IT cabling and other IT solutions that can help their businesses thrive. Completing that work takes the expertise of a competent IT provider who knows the building process, works well with other vendors, and ultimately represents your company's reputation well.

**BUT WHAT DO YOU DO IF YOU DON'T HAVE THAT EXISTING RELATIONSHIP? WHO DO YOU TURN TO? TAYLORED CAN HELP.**

## WHAT MAKES A GOOD REFERRAL?

Tenants choose your property for a reason. Likely it is because they respect your property, professionalism and commitment to quality. That's why so many tenants turn to their property managers or real estate professionals when they need quality referrals for construction and infrastructure vendors. As a professional yourself, your recommendations are a direct reflection of your work. So it's important to ensure that any and all referrals you provide to your clients will lead to a positive vendor-client experience.

**TO PROVIDE THE BEST RECOMMENDATIONS FOR YOUR CLIENTS, YOU NEED:**

**A vendor who can take a project and run with it.** Vendors who can lead a client through a project without demanding hours of your time overseeing the details.

**A vendor who understands the building process.** There are many IT solutions providers, but not all of them understand the bidding and construction process.

**A vendor who can work well with others.** You need a team that can collaborate with general contractors, project managers and other point people on the project without drama or finger-pointing.

**A vendor who makes you look good.** When you give a referral to a client, ultimately the vendor's work reflects on you.



You need a solutions provider like [Taylorred Systems](#).



# COMMERCIAL PROPERTY SOLUTIONS PROVIDED BY TAYLORED

**FOR OVER 30 YEARS, TAYLORED SYSTEMS HAS BEEN INDIANA'S PREMIER SOURCE FOR INTEGRATED IT SOLUTIONS.** We are committed to offering our clients customized technology solutions that help their businesses succeed.

We offer multiple commercial property solutions that help tenants build out their IT infrastructure, security solutions and other needs.



## STRUCTURED DATA CABLING

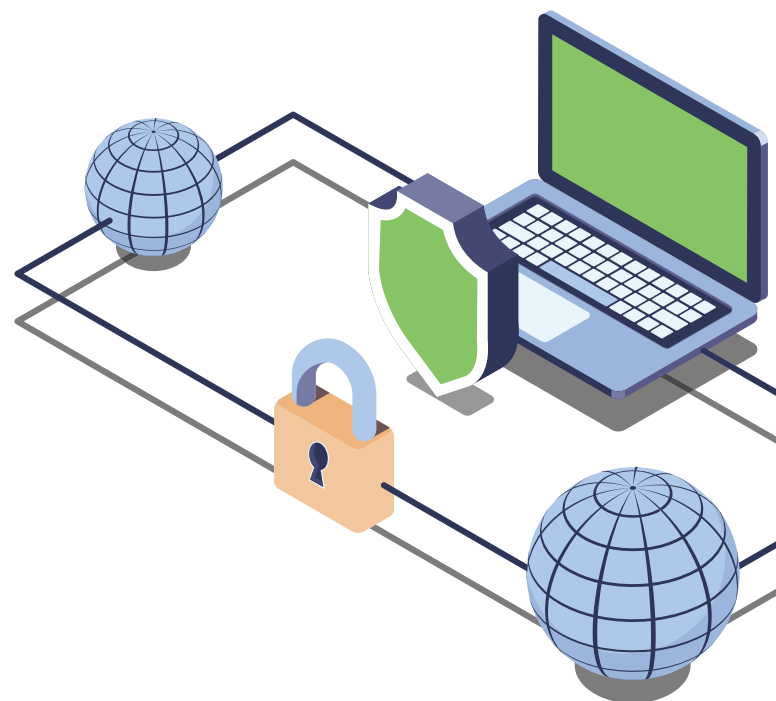
Structured data cabling is the infrastructure of a workspace's IT. Bandwidth, or the speed at which a system can connect to the internet, is a major factor in the efficiency of a business's everyday functions, and properly installed data or network cabling is key to optimizing its location's bandwidth. From downloading or uploading files, to accessing cloud-based information, to ensuring that all devices (computers, printers, copiers, phone systems, security systems, etc.) are connected to the network — structured cabling makes it possible.

Whether setting up the infrastructure of a newly constructed space or retrofitting an existing structure for a new tenant's needs, Taylored offers structured cabling services for all sizes and styles of projects. Our certified installers utilize the highest quality products backed by top manufacturer warranties to provide clients with cabling infrastructure capable of supporting all applications and devices.

## WIFI DESIGN & IMPLEMENTATION

Bandwidth may make many day-to-day business operations possible, but optimal wireless coverage makes it even easier for businesses to complete tasks. With proper WiFi design and implementation, businesses can maximize the coverage of their wireless internet, streamlining connection and increasing speed for all devices.

Taylored's networking experts can evaluate an organization's space and design a structured cabling plan that factors in the best possible placement of wireless access points, ensuring optimal wireless coverage all throughout the facility.



# SERVER ROOM CONFIGURATION

For many businesses, a server room is one of the most important areas on their property. Server rooms house the computer servers and other equipment needed to support and manage a business’s IT. A quality server room is essential for equipment to operate safely and offers IT technicians a single location in which to manage the network. Without proper server room setup or configuration, businesses run the risk of restricting airflow to computer servers and overheating the equipment, which pose fire hazards to the property. In addition, without redundant power sources or properly monitored access control solutions to the server room, businesses risk downtime in the event of an outage or stolen equipment in the event of a physical security breach.

Taylorred can assist in design and configure server rooms for tenants. We provide all of the racks, data cabinets and other materials that the tenant’s IT company would need to build out a complete server room solution.

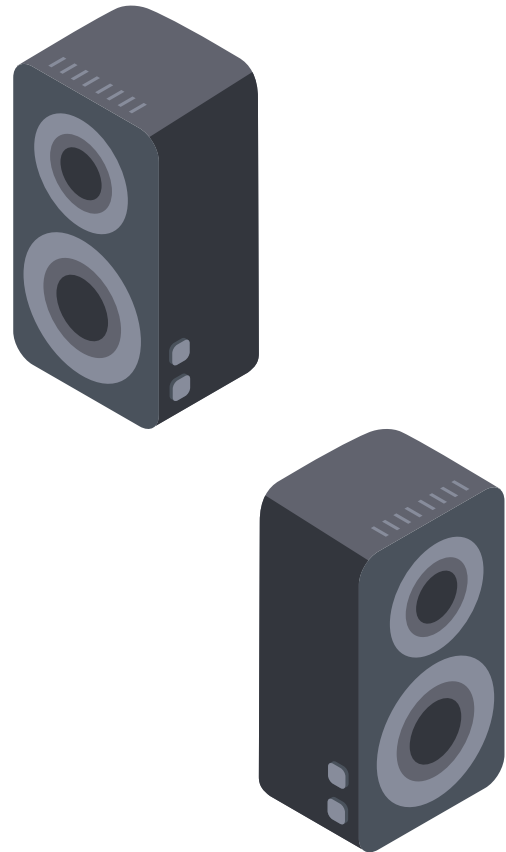


## SOUND MASKING

Sound masking is the addition of an unobtrusive generated background noise into an environment for the purpose of masking unwanted sounds. Also referred to as “pink noise” or “white noise,” the sound generated by the speakers and volume controls of sound masking systems can be customized and installed to fit a specific space’s unique needs.

Sound masking systems have become a growing component of the modern workplace, particularly in dense work environments such as offices with cubicles, call centers or medical locations. In a call center or cubicle environment, sound masking helps prevent distraction from the conversations of others that can hinder workplace efficiency. In medical offices, sound masking helps keep patient conversations private, confidential and compliant with HIPAA regulations. Regardless of application, sound masking gives work environments increased privacy, comfort and productivity.

We offer a full range of sound masking system components from a variety of industry-leading manufacturers. We custom-design systems as well as integrate them into any existing or complementary systems. Our certified technicians discreetly install the speakers to ensure they don’t detract from the aesthetic value of your property, and they can help integrate paging or mass notification systems into the sound masking installation if desired.





## VIDEO SURVEILLANCE

Video surveillance systems are not just for security. Although employee and asset protection is the most common application of video surveillance systems for businesses, there are a variety of creative uses that can help benefit business operations, such as employee training, quality assurance, production control, inventory and more.

At Taylored Systems, we aim to understand our clients' specific needs to ensure that our video surveillance solutions are designed, installed and managed to meet any purpose. Our staff can help guide your tenants to determine the best surveillance system, components and video management software to improve the user experience.



## ACCESS CONTROLS

Access control systems are an integral part of comprehensive security solutions. With an access control system, tenants can control who has access to areas within a building. Whether controlling entrance and exit doors or limiting access to locations throughout a building that contain privileged information, access control systems help manage entrance permissions throughout a building. Moreover, access control systems offer an audit trail of who has entered certain areas and when, allow for time-of-day restricted entry, offer quick solutions to lost or stolen keys, offer remote access control and feature event notification for special events.



Taylored's access control experts can help tenants determine the best access control solution for their specific needs, and our certified installers will assist in integrating access control solutions to other HR and IT solutions.

# INTERNET SOLUTIONS

Modern businesses rely on bandwidth to run all essential business systems — VOIP, fax, internet access, and more. This means it is essential for businesses to partner with IT experts who can design solutions and implement best practices that will maximize network performance, security, and more.

From access to the internet to WiFi configuration, Taylored offers professional Internet Solutions to ensure businesses are connected and experience the bandwidth they need to operate at peak performance.



# IT MANAGEMENT SOLUTIONS

Infrastructural IT is just the tip of the iceberg when it comes to a comprehensive IT solution for any business. To get the most out of their IT, businesses should have a well-designed network as well as the ideal combination of hardware and software to support day-to-day operations and drive toward future goals.

By partnering with Taylored Systems for IT management after they move in, tenants can reap the benefits of our consultants' expertise and specialized tools to assess, monitor, manage and improve the entirety of their IT landscape. We believe in a custom approach to IT, so your tenants can rest assured that our IT solutions will be tailored to their specific needs.



# CASE STUDY #1: LIDS FACILITIES PROJECT WITH CUSHMAN & WAKEFIELD

**OVER THE YEARS, TAYLORED SYSTEMS HAS BUILT A SOLID RELATIONSHIP WITH COMMERCIAL REAL ESTATE SERVICES FIRM CUSHMAN & WAKEFIELD.**

When their client, Lids, a popular athletic headwear retailer, decided to move its headquarters to a new location, it needed a trusted vendor to install structured cabling at the new site. As many clients do, it turned to its real estate firm, Cushman & Wakefield, for reliable recommendations. Based on Cushman & Wakefield's strong relationship with us, Taylored was offered as a strong contender for the job. Ultimately, we were able to offer the client a solution that got the project done — and then some.

After providing a proposal and securing the job, we worked directly with the client to install structured cabling and served as a continual resource to Lids for any and all questions or concerns about the project. Our team's expertise and excellent customer service was so instrumental in the construction of the new headquarters, Lids decided to have Taylored install their sound masking.

After experiencing the Taylored Systems difference in regard to their structured cabling and sound masking needs, Lids ultimately chose our team to handle the IT needs of its warehouse facilities remodel.



# CASE STUDY #2: SITEL GROUP OFFICE PROJECT WITH JLL

**TAYLORED SYSTEMS ALSO HAS A LONG-STANDING RELATIONSHIP WITH PROPERTY MANAGEMENT COMPANY JLL.** When its client, Sitel Group, was new to the Fishers, Indiana, area, we were able to help JLL provide superior service and impress its new client with excellent local recommendations and outstanding results.

Sitel Group was moving its contact center to a subleased facility in Fishers. The location required a variety of IT solutions, such as data cabling, sound masking, an access control system and video surveillance. Sitel turned to its property managers at JLL for recommendations, as the company was new to the area, was unfamiliar with local vendors and needed quick-turnaround installation. Initially, Taylored was recommended as a vendor for data cabling; however, our high level of expertise, range of services and top-of-the-line customer support led the client to choose us for the rest of its IT needs as well.

Our experts brought quick and efficient resolutions to difficult situations. For example, the tenant had expected that sound masking from the previous occupant would be preserved in demolition but found that not to be the case. We were able to step in at a critical time and provide this service during the desired timeframe. Another key challenge was Sitel's existing access control system. The company wanted to maintain its existing system, but we had not yet had experience working with that particular product. As always, our goal was to please the client and provide a solution specific to its needs. We were able to utilize a local relationship to partner with a local contractor who had experience with the product, as well as a relationship with the manufacturer to ensure that Sitel got the service it needed.

“If you’re currently evaluating other vendors for structured cabling, access control, CCTV, or white noise solutions, PLEASE do yourself a favor and look no further than Taylored Systems.

As a Global Facilities Director for a major third party customer service firm, I have worked with countless providers of these services in countries all over the world. I can say without hesitation that my experience with the entire team at Taylored Systems has been one of the best in my career, so much so that I would take them to all my projects if it made sense to do so.

They are responsive, they deliver exactly what they promise, and they go above and beyond to make sure your project is completed on time, and on budget.”

— **Josh Harris, VP of Facilities, Sitel Group**



# HOW TAYLORED CAN HELP



## **RELATIONSHIP BUILDING IS AT THE CORE OF EVERYTHING WE DO.**

We strive to serve as a single point of contact for property managers so they can provide tenants with strong, reliable recommendations.



## TAYLORED'S APPROACH TO RELATIONSHIPS

When it comes to building relationships, our approach is client-focused. We believe that tenants benefit when all parties involved have strong and mutually respectful working relationships. We work to build solid relationships with property managers, local general contractors, architects and other vendors to provide tenants with the best possible service.

When property managers make connections between Taylored Systems and their tenants, they can be certain our staff will provide the quality and service that their clients deserve. We aim to become a trusted partner for tenants' IT needs from the moment we are introduced until after they move in and beyond.



## BUILDING EXPERTISE

Taylorred brings a high level of building expertise to every project we work on. We are able to handle all building needs, from retrofitting to meet new tenant requirements to working with contractors during new construction to install IT solutions at the ideal time.

We are a member of the Building Owners and Managers Association (BOMA) and regularly attend association events and trade shows to keep up with the latest industry-leading techniques, solutions and services.

## ONE POINT OF CONTACT

Taylorred streamlines the process of implementing IT solutions for property managers by working directly with tenants and acting as their single point of contact — even for projects with multiple IT, voice, data and security needs. Property managers can save time, money and stress by letting our reliable staff handle a wide scope of IT solutions.







## A PARTNER YOU CAN TRUST

We understand that vendor recommendations to tenants are a direct reflection on property managers. We have spent more than 30 years building our reputation as Indiana's go-to custom IT solutions provider. We vow to represent you and your company to the best of our ability and take care of your client's every need.

Thank you for taking the time to learn about Taylored Systems' approach to commercial real estate. [Contact us](#) today to see how we can help your property management business thrive with reliable IT solutions recommendations. We look forward to becoming a trusted partner.

# THANKS FOR READING!

We hope you found this information useful and will be able to implement changes in your organization. If you would like a consultant to assist you, please feel free to reach out!

## ABOUT US

Taylorred Systems is a leader in technology. Our dedicated employees provide clients with innovative voice, data and security solutions. Our solutions are designed with managed services and supported by superior customer service. We measure success by the continued satisfaction of our clients — “our partners” in communication.

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