

YOUR FASTEST
LINK TO THE
HUMAN NETWORK.



TERACAI



WE KNOW THAT YOUR TIME IS VALUABLE – SO LET'S SKIP THE FORMAL INTRODUCTIONS AND GET DOWN TO BUSINESS. WHAT DOES TRUST MEAN TO YOU?

One less phone call in the middle of the night? Maybe a few extra minutes spent at home with the family instead of at the office?

How about peace of mind? At TERACAI, a leading provider of Authorized Cisco® Advanced Infrastructures, these are the types of benefits that our customers have come to expect from a relationship with us. And we always deliver – because the things that are important to you are important to us.



An industry leader with over 30 years in the business, TERACAI is something entirely unique in the IT marketplace: a distinct entity with fresh ideas and leading-edge solutions, all rooted in a deep history of success and proven experience in client service. So what does this “best of both worlds” mean to you? It means new and different ideas to solve your IT problems from a source you can trust. Simply put, hours that you would’ve spent worrying about your infrastructure turn into hours spent sleeping easier – knowing that we’ve been there before and we’ll be here tomorrow.

Good as that may sound, you might be thinking to yourself, “How is TERACAI any different from the other IT companies that have called on me?” Well, we could give you an abundance of answers to that question, but we’ll start with one: our people. TERACAI consists of Cisco®-trained employees with the technical expertise and depth of service to help you stop worrying about putting out fires and start thinking about the bigger picture.

Imagine the efficiency that would result from expanding your IT department with the team from TERACAI. You would have consultants on hand to help plan and design your network solution before purchase, manage projects, handle staging and configuration, and train you and others to better understand your IT system and how it works. Having resources like that may sound like just a dream – but they’re a reality every day with TERACAI.





WE'RE NOT JUST IT PROFESSIONALS, WE'RE YOUR FASTEST LINK TO THE HUMAN NETWORK.

We've been working with Cisco® for over 10 years, as a partner since 1997 and a Silver Partner since 2006. What's more, we're one of the highest volume Cisco providers with immediate access to over \$300 million dollars of inventory, or just about every solution you could ever need. Plus, most of our products are shipped the same day they're ordered – allowing you to move your critical projects forward on time and avoid the headaches and frustration of waiting.

In our 10 years of partnership with Cisco, we've excelled in our accomplishments – achieving a myriad of certifications and specializations including Advanced Unified Communications, Advanced Security and Advanced Wireless – distinctions that demonstrate our depth of expertise and ability to meet unique needs in the IT marketplace. We take this recognition very seriously. After all, Cisco doesn't let just anyone sell their products – they trust it to people who know and understand the benefits of Cisco technology and know how to pass those benefits on to customers.

In fact, for doing just that, we've received Cisco's designation for Customer Satisfaction Excellence since the program began. It probably has something to do with the dedication of our SMARTnet consulting team, which is available to help our customers at any time – even before they purchase a device. Or maybe it has something to do with the visibility of order history and ship dates. Either way, to you it's the confidence that comes from knowing that your happiness, your success and your business are our top priorities.

If minimizing cost is a primary concern, TERACAI is certified to help you there too. Because of the large volume of Cisco® solutions we sell, we are able to offer you more competitive pricing than most other providers. As experts in recovering technology assets, we'll work closely with you to arrange trade-ins of legacy equipment toward the purchase of a new solution – effectively protecting your investment. So you get the most current network solution for less, backed by the best service and trade-in opportunities, all served with a side of peace of mind. That's the value of a Cisco solution from TERACAI.



MAYBE YOU'RE THINKING A NEW SOLUTION IS NOT FOR YOU.

That's okay, because we're the world's largest volume supplier for Cisco-certified refurbished equipment. Refurbished to original factory specifications and eligible for all Cisco entitlements, RecertPlus defies the traditional idea that "state-of-the-art" is code for "super expensive." In other words, with TERACAI you can do more with less and sacrifice price rather than performance – effectively freeing up some of your budget for allocation in other areas of your business.

OUR CISCO® RELATIONSHIP



TERACAI is a Cisco Silver Partner and has achieved the "Customer Satisfaction Excellence" designation every quarter it's been offered. Below is a list of our many certifications and specializations.

CERTIFICATIONS:

- CCIE - Cisco Certified Internetworking Experts
- CCNP - Cisco Certified Networking Professionals
- CCSP - Cisco Certified Security Professionals
- CCVP - Cisco Certified Voice Professionals
- CCNA - Cisco Certified Networking Associates
- CCDA - Cisco Certified Design Associates
- CCDP - Cisco Certified Design Professionals
- CQS-CASFS - Cisco Advanced Security Field Specialists
- CQS-CAWLANDS - Cisco Advanced Wireless Design Specialists
- CQS-CAWLANFS - Cisco Advanced Wireless Field Specialists
- CQS-CIPCCES - Cisco IP Contact Center Express Specialists
- CQS-CIPTDS - Cisco IP Telephony Design Specialists
- CQS-CRMCS - Cisco Rich Media Communications Specialists
- CQS-CRSFS - Cisco Routing and Switching Field Specialists
- CQS-CUDS - Cisco Unity Design Specialists
- CQS-CUSS - Cisco Unity Support Specialists
- CS-CSSDS - Cisco Security Solutions and Design Specialists

SPECIALIZATIONS:

- Advanced Data Center Certification
- Advanced Security
- Advanced Unified Communications
- Advanced Wireless



AS A COMPANY WHO SUPPLIES THE HIGHEST-QUALITY NETWORK AND COMMUNICATION SOLUTIONS IN THE WORLD, IT SHOULD COME AS NO SURPRISE THAT TERACAI'S SERVICE OFFERINGS ARE ALSO UNRIVALED IN THE INDUSTRY.

Whether you are considering the implementation of a Cisco® solution or you already have one in place, the team from TERACAI is here to help every single step of the way.

- **Installation** – Let our network of over 800 partners across North America provide you with efficient and cost-effective project planning and installation.
- **Staging and Configuration** – We'll ensure that your new solution meets your unique specifications for problem-free installation and operation.
- **Telephone Support and Block Time** – Don't waste time troubleshooting on your own – the engineers at TERACAI are always available to help you through any problems that may arise.
- **Network Assessments** – We'll help you make sure you're getting the most out of your network solution.
- **Project Management** – With our project managers handling your next infrastructure update, you'll have the tools you need to help keep the project on time and under budget.
- **Wireless Site Surveys** – We can provide you with detailed information to identify optimal radio links for your users and applications.
- **Customer Training** – Let our team of experts help make you and your team into network experts.

CREATING A STATE-OF-THE-ART NETWORK IS MUCH MORE THAN PARTS AND PEOPLE – IT'S A PHILOSOPHY.

Consistently thinking forward, Cisco has developed a series of concepts to help you prepare for changes in the ever-evolving marketplace. These ideas aren't just leading edge; they're well ahead of the curve. And that's exactly where your network, your business and your state of mind will be when you implement these concepts with TERACAI.

BORDERLESS NETWORK

Business operates without borders – now your network can too. Imagine an innovative network that spans time zones and firewalls to scale your business to new markets and geographies. Envision a globally connected ecosystem with the potential to optimize profitability and time to market. It's not just a thing of the future – it's the future of network capabilities – and your future with Cisco and TERACAI.

VIRTUALIZATION

Today's most recurring business demands are simple in name but complex in nature: Better. Faster. Cheaper. They require you to do more with less and get the most out of your data center resources. Virtualization technologies can help you achieve just that by enabling you to share IT resources across your entire network, optimize performance and reduce operating costs. In short, we'll help you make your network run better, faster and cheaper.

COLLABORATION

The best way to solve your complex business problems? We recommend a worldwide brainstorming session. Offered as robust plug-and-play services, Cisco collaborative capabilities enable your enterprise to work together over an open, secure and adaptable network. With improved real-time access to information and enhanced user interaction, you'll see reduced decision times and greater creativity. Those are the benefits when Cisco, TERACAI and your business collaborate.

NOW THAT YOU KNOW A LITTLE ABOUT US, WE'D LIKE TO LEARN MORE ABOUT HOW WE CAN HELP YOU.

We're positive that once we talk and share your goals, we can work with you to develop not only strong solutions and an immediate value – but a lasting relationship as well. If our past has shown us anything, it's that we have the people and knowledge to make business and life a whole lot easier for our customers. Why not find out what your future holds with TERACAI?



800.913.9459 ■ www.tercai.com



TERACAI is committed to providing advanced Cisco® infrastructure solutions customized to the needs of each customer. RecertPlus™ products are your authorized alternative to new networking equipment paired with our dedicated and reliable service offerings. We're your trusted partner with the experience, knowledge and expertise to deliver the technology and support to accomplish every customer's business missions.