

"The goal of each TEC consultant is to become a value-added member of the client's project team. This is achieved by asking the right questions, providing workable answers and solutions, and devoting our energies to the human issues surrounding any project in which we are involved."



Kaie Pahi Latterner
President, TEC, Inc.

Retail Clients Include:

- ◆ Brooks Brothers
- ◆ Eckerd Corporation
- ◆ Family Dollar Stores, Inc.
- ◆ Fingerhut
- ◆ Gander Mountain
- ◆ Ingram Micro
- ◆ McCrory's
- ◆ Michaels Stores, Inc.
- ◆ Montgomery Ward Company
- ◆ National Convenience Stores
- ◆ NEXCOM (Navy Exchange Service Command)
- ◆ Payless Cashways, Inc.
- ◆ ShopKo Stores, Inc.
- ◆ Super Club Music Corp.
- ◆ Syms
- ◆ TG&Y Stores
- ◆ The Great Atlantic & Pacific Tea Company (A&P)
- ◆ The Kroger Co.
- ◆ Total Tool
- ◆ Trans World Music Corp

Customer Quotes

"Our partnership with TEC proved to be invaluable to the Family Dollar Retek implementation...TEC's efforts will continue to have lasting effects for (us) long after our go-live date."

Christie Whiting
Technical Training Manager
Family Dollar Stores, Inc.

"We had several seasoned trainers in TEC's Train-the-Trainer™ workshop. They were very impressed with the session and how much they learned from it. One participant went directly to the CEO and told him that it was the best workshop she had ever attended. It really made a difference in helping us prepare for training."

ArMand Nelson
Manager of Business Systems
Gander Mountain

"We chose TEC because of its proven track record... No other provider has the retail and Retek product knowledge that this team does."

Doug Sheasley
VP of Store Replenishment and Retek Project Manager
Eckerd Corporation

"You'd better get your running shoes on if you want to keep up with TEC. This is a consultant relationship that you will really enjoy."

Jim Tucker
Chief Information Officer
Michaels Stores, Inc.



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Do you have all the pieces to a successful retail systems integration?

People-oriented approaches to systems integrations

Creative, customized training solutions

Change management and communication services

Business process analysis and redesign

System and business process documentation



TEC will complete your puzzle

Since 1984, TEC has established an outstanding reputation for developing and delivering high quality, people-oriented technical training and skill enhancement services to clients acquiring new computer technologies.

Our products and services for retailers include change management and communication services, business process and system design and documentation, customized training, group productivity skills, and leadership development.

TEC's talented consultants combine our efficient, cost-effective and proven tools and methodologies with their own extensive merchandising experience to render creative and sound counsel. Their first-hand knowledge of retailing is a great asset to our clients.

Our extensive experience with Retek™ and other merchandise management systems enables us to design and deliver solutions that work for retailers large and small.

We Have the Pieces You Need

Systems integrations are highly complex endeavors. That is why TEC's experienced consultants and creative programs and services anticipate, understand and address the technical and human dimensions of these challenging projects. We know this approach is essential to success.

The 'People' Piece to the Puzzle

We believe that a training program, integration or change strategy can only be effective when it is totally accepted—even embraced—by people at all levels within an organization. Therefore, all our strategic and tactical efforts are designed to achieve this state companywide. We focus on the end-user in particular, upon whom success or failure truly rests.

Needs Assessment

Our thorough Needs Assessment tool serves as the base for developing training, strategies and programs for projects of any scope and reach. It helps organizations identify employee needs, business requirements, performance standards, training approaches and topics, evaluation strategies, the costs and benefits of training, and so much more.

Business Process Development and Redesign

Technology should match and support a company's business processes and not dictate how it does business. In fact, successful systems integrations depend heavily upon understanding, clarifying, streamlining and even changing existing business processes.

TEC knows from experience that retailers benefit greatly from a close examination of business processes *before* a systems integration begins. This analysis can save valuable time and money spent correcting problems and re-educating employees after a "go-live" event. TEC can orchestrate an organization's business process redesign and development with outstanding results.

Change Management Programs and Services

New systems integrations bring change to multiple functions and structures within companies. TEC's broad experience in organizational change management planning and integration methodologies helps people embrace change at all levels. Our consultants coach, direct and/or conduct a variety of strategic and tactical activities to ensure a smooth transition between the old way of doing business and the new.

These services are enhanced by TEC workshops that help employees manage stress, build teams, handle conflict, communicate well, organize themselves, and much more.

Training Strategies

TEC's training consultants use their extensive knowledge of adult learning methodologies to develop an appropriate blend of in-person and virtual classroom and e-learning solutions, pre- and post-implementation training strategies, new-hire/ongoing training strategies, and other planning elements to ensure successful training experiences for all employees.

Training Program Development

For systems integrations, TEC develops user-friendly and customized training and reference guides, practice exercises, learning surveys and e-learning tools geared to end-users whose understanding and acceptance will determine a project's success.

Systems Training, Documentation and Support

No other training organization has more extensive experience with Retek and other merchandising systems than TEC.

That is why major national fashion, home supply, grocery, drugstore, discount and general merchandise retailers have hired TEC to prepare thousands of their employees to maximize their investment in their new technologies. Our full range of customized documentation, communication services, and face-to-face, online and blended training instruction have contributed greatly to their successful integrations.

Unique Training Programs and Services

Train-the-Trainer™, Retail 101™, Forecasting 101™, Inventory Management 101™, and Business Processes 101™ are just some of the unique skill development workshops and seminars created and delivered exclusively by TEC consultants. They can be customized to reflect any company's systems, terminology, roles, responsibilities, and unique qualities and culture.

Make all your integration pieces fit with...

TEC[™]
TECHNICAL EDUCATION CONSULTANTS, INC.