



The Idea Networks Difference.

Incredible Customer Experience at Every Touch Point



About Us

- Structure Cabling and Smart Hands, locally, nationwide or across North America. All work outside of the GTA is through vetted partners, a lot we have used for 5 years or more.
- In business since 1997, in our core business of Structure Cabling Design and Installation.
- Head Office located at Dixie Road and 401.
- We offer dedicated project management, backed by design specialists and our manufacturers warranties.
- We have a flexible and nimble company structure, continuously adapting to the changing business landscape.
- Manufacturer trained technicians.
- We operate from a position of abundance and win/win – Working with our partners and clients so that all business results in a win/win for all involved.



What is I.C.E. ?

*Incredible customer Experience,
at every touchpoint.*

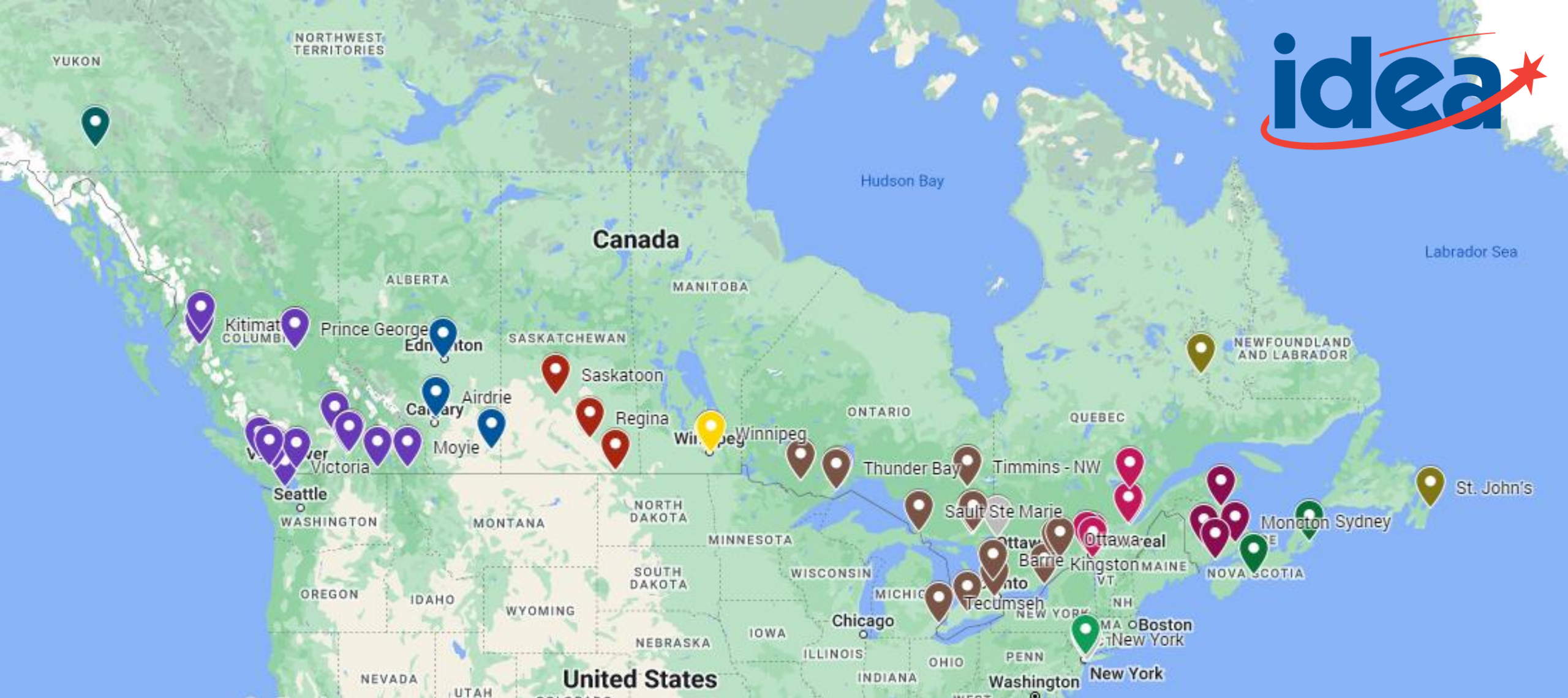
It means a partnership that delivers seamless quality and customer service at every touchpoint - From sales, through service and installation, and into accounting and billing.

Our aim is for you to say 'Wow!'.



What is our Core Business ?

- GTA and SW Ontario Structure Cabling, Fiber Optic installation, and Smart Hands IT/CCTV Installation.
 - Commercial, Industrial, Municipal and Educational Office and Data Center.
 - No Residential, our focus is on Business to Business excellence.
 - Commscope SYSTIMAX and UNIPRISE certified.
 - Other certifications available but not our lead.
 - Experience in CCTV and Security Management and Installation.
- National Services Delivery and Project Management
 - National Delivery of structure cabling and smart hands rollout services.
 - 30+ Points of presence across Canada built through solid and tested partnerships.
 - Building to international project management for our end users with a global footprint.
 - Multiple partnerships with US companies for provision of services through our networks.



Local at these locations;
servicing everywhere in between.



What value do we deliver to our clients ?

- Dedicated Account Manager/s
 - Allocation of a dedicated account manager, and secondary point of contact.
- Dedicated Project Management
 - Allocation of a dedicated Project Manager and backup coordinator.
- Preferred Pricing
 - Where possible, we are working to ensure that we can provide preferred pricing on hardware and labor in recognition of our partnership.
- Expertise on Tap
 - Access to technical and industry information from our manufacturers direct support (Commscope, RCDD, BISC)
 - Wireless/Wi-Fi mapping or consulting.
 - Paging and Mass Notification support.



What value do we deliver to our clients ?

- 24/7 Support
 - Although we may or may not have any formal SLA, we can be contacted 24/7 to respond to emergencies.
- Engagement with other partners i.e. CCTV.
 - By working in conjunction with your other partners directly, we can enable better efficiencies on work that's being completed.
- National and International support
 - Backed by our local, quality assured, project management. Working to ensure standards are maintained across all your sites.
- Deliverables/Communications Management Platforms
 - Using our NextCloud system, we are able to ensure real time delivery of test results and photo/video deliverables.
 - The use of Teams/WhatsApp etc. to enable real time communication amongst the team while on site.
- Vendor training events
 - Access to visit Wesco, Commscope and other vendor events for direct training of your internal staff.



Recent Achievements (~12 months)

- Currently completing a multi-million dollar upgrade for 2 paper manufacturers here in Canada. Full wired and wireless upgrades, including site surveys and documentation.
- Servicing multiple 'big box' retail locations with SLA based field services.
- Installation of cloud based retail and cabling infrastructure at 280+ Locations.
- Completed over 1000 visits in 7 months for a retail chain.
 - Site survey, Complete wiring upgrade, SDWAN and hardware update, LTE backup installation, documentation and Out of Scope work completion. Our of scope work included electrical, outside plant conduits and connections, Starlink installations and more.
- Tight SLA trouble ticket management for 'big box' stores nationally.
 - Completing calls within 24-72 hours depending on urgency for low voltage issues or smart hands.
 - Deliverables management in real time, check in and check out procedures at 100% of target.
- 2 data center installations for the gaming industry
 - Winnipeg and locally here in Toronto.
- National rollout of server room security using Sera4 Bluetooth lock technology.
- Working constantly with national and international partners on smart hands, networking, structure cabling and more....
- Improving our partners solutions though feedback on alternatives.
- Commscope PartnerPro award for 2023 for excellence in partnership and brand representation.