

About

H1: Over 15 Years of Experience Providing Technology Solutions That Focus on Helping Businesses

H2: We can leverage technology help your business operate more effectively and efficiently

Secured Data Services (SDS) is a leader in IT Technology and IP Network Solutions. Our focus is to strategize, optimize and implement innovative technologies to maximize efficiencies and return on investment in all communication ventures for today's leading markets. For over 15 years, we have serviced numerous Fortune 500 companies, from large global firms to your local small business owners. We treat every client the same no matter their size. We also staff 24-hour call center 7 days a week in our Farmington Hills, MI office. Not only does SDS conduct IT services on a national level, we also do work on an international level for large retailers and government entities. Our work with multiple retailers includes point of sale, telecom, network, security, wireless, and cabling/electrical among other services.

Our Project Managers Recognize the Opportunities and Benefits That Technology Can Offer Businesses

Beginning with our project management team, they're tasked with working with the customers' teams to schedule the properties to maximize efficiencies. They can identify the technology opportunities and how it would benefit our clients for optimal success. The PM team also manages the day to day operations of the project and conducts daily, and weekly calls to streamline the project for efficiencies. Lastly, our PM team will identify any trends or ongoing issues and concerns. If they recognize any discrepancies, they will implement solutions to keep items on track.

Field Support and Development Teams Offers Unmatched Support

Our field support team supports the field during the install by tracking the site progressions, schedules, and escalates issues as needed. This team supports and reports the field progress in real time. This team also engages the PM or customer on any logistical or out of scope issues that happen with the store conversions. The field support team escalates to Tier2 or 3 support as needed. They also identify common problems and challenges and with the field conversion portion of the project. Our field support team reports all site details through our SDS Management platform to ensure accuracy for each job.

Lastly, our field deployment team is composed of a group of field technicians with the expertise and experience of retail-specific deployments. The team averages 20+ years of retail focus conversions, deployments, and troubleshooting.

With our variety of technology services, we can provide a turnkey solution for even the most complicated needs your business may have. To discuss your project or request a bid, contact the SDS team at (248)-282-8094 today.

What We Do

H1: We're Your Single Source Technology Provider

H2: Our company has technology solutions that gives businesses a competitive edge, improve productivity, and enhance customer service

At SDS, we have serviced many retail, restaurant, hospitality, manufacturing, building management, and other types of businesses from single site size to nationwide chains. Our deployment services have assisted customers in performing break-fix, new store installation, relocations, renovations, and roll out special projects. SDS consults, designs, and manages the installation of cabling network infrastructure and the deployment of network devices including point of sale, VOIP, security, access control, surveillance, and much more. Some of our clients include a leading coffee quick-serve chain, a big box department store retailer, and a designer of island life apparel, to name a few.

SDS has the expertise in recognizing, optimizing, and leveraging opportunities and benefits that technology can offer businesses. We do extensive research on cutting edge technologies in several fields and have the ability through this research to consult our manufacturer's agnostic viewpoint to make sure the right technologies prevail over brand loyalty.

Our Area of Expertise:

- Surveillance & Video Analytics
- Access Control
- PCI Compliance
- Centralized Phone Solutions
- Wired & Wireless Infrastructure
- Telecom Solutions & IP Network
- Digital Signage
- Managed IT
- Smart Building Technology

Why Choose the SDS Team

Aside from our various areas of expertise, an advantage of choosing SDS is that we have global coverage areas. Whether you're in North America, Central America, or Canada, the team at SDS can get the job done. We have worked with numerous large organizations in various industries

and have helped hundreds of customers across the world to find a technology solution that works for them. With our experience and expertise, our company can handle multiple, large nationwide chain rollouts and installations. We even have a 24/7 support service and teams of electricians throughout all regions that can offer all our clients support whenever they need it. SDS is genuinely a turnkey provider, from design and installation to management and support—we do it all.

Let our team help you make the most out of your business with our technology solutions. To discuss your project or request a bid, contact the SDS team at (248)-282-8094 today.

Who We Serve

H1: Our Technology Solutions Help Clients Worldwide

H2: We offer the latest technology solutions tailored for your unique business—no matter where you are in the world

Regardless of your type of business, the team at SDS can provide customized solutions for you. From retail and restaurants to distribution centers and hospitals—we've helped numerous clients across the globe to find a technology solution that works for them. We understand that each industry has specific technology needs, which is why we will work closely with you to develop a solution that best suits your business.

With our industry-specific services, you can put more focus on your guests and growing your business. Our company will provide the most innovative technology solutions, proactive care, and 24/7 support whenever you need it. The team at SDS is proud to provide enterprise-level technology solutions and support for companies around the world.

Industries We Serve

At SDS, it doesn't matter what industry you're in; we're committed to finding a technology solution that helps your business thrive. Below are just a few of the industries we have served throughout our 15 years of experience.

Retail- Malls, department stores, and supermarkets.

Commercial- Hotels, offices, and restaurants.

Medical and Healthcare- Hospitals, urgent care clinics, private practices, and specialty medical facilities.

Financial- Banks, insurance companies, and CPA firms.

Manufacturing- Industrial equipment, electronics, clothing, and building material facilities.

Government- City halls, post offices, and courthouses.

Property Management- Self storage, commercial, and recreational property management.

With our experience, knowledge, and skill, we know how to develop a customized technology solution for your company. We focus on strategizing, optimizing, and implementing innovative technologies that'll maximize efficiencies and return on investment for your business.

No matter where you are in the world, the SDS team can be your single source technology provider. To discuss your project or request a bid, contact the SDS team at (248)-282-8094 today.

Case Studies

H1: We Support Large Enterprises Worldwide

Quick Service Restaurant

We worked with this customer to complete Digital Menu Board installs at sites across the Mediterranean and Middle Eastern countries.

Project Details:

- Pre-calls to site or construction contact
- Onsite and remote dispatch and support of Technicians, Electricians, Engineers, Installers, etc.
- Call center tracking of technician ETA
- Call center technician check-in on site with site questions
- Call center updates of technician progress on site
- Site completion form signed and finished

- Call center onsite technician check-out with completion questions
- Deliverable processing and submission to client
- Customer customized project reporting
- Assigned Project Management for day to day customer interaction
- Service level agreements with key performance indicators
- Quick turnaround invoicing

Major Coffee Chain

We have provided top-notch IT services from consulting on installation practices, preferred high-quality materials to infrastructure and installation work. We assisted this client with national deployment of quality materials and installation standards for their new store builds, relocations, & renovations throughout the US and Canada. Because of our successful process driven organization, deployment efforts and data tracking, the client entrusted SDS with the expanse of scope as well as the introduction of new technology chain-wide.

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- Material consulting, acquisition, kitting and management
- Floor plan markup
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- Customer customized project reporting
- Customer customized billing reporting
- Quick turnaround invoicing
- Service level agreements with key performance indicators
- Technology consulting
- Research and development in emerging technologies
- Operational and information technology security consulting
- PBX & VOIP consulting, Installation, and service
- Multiple phases and visit scope
- Customer equipment management

Department Store and Online Sales Distribution Centers

SDS assisted in upgrading multiple key distribution centers by performing pre-site surveys, creating an installation guide, managing client assets, managing project installation, and deliverables. SDS worked with the client to install new network switching hardware, adding new access points and associated cabling (CAT6 and Fiber) for additional wireless coverage, validated equipment that was operational post-cut, and demoed old wiring, access points, and other equipment. SDS confirmed accurate coverage and tuning with post-install Heat Map coverage reports.

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- Technology consulting
- Wireless architecture and design infrastructure planning services

- Network architecture design and deployment
- Operational and information technology security consulting
- Multiple phases and visit scope
- Extensive location and technology surveys

Big Box Department Store

This client was performing a wireless overhaul in all their locations. SDS performed AP, IDF and MDF surveys at every location to lead into the Wireless overhaul of locations nationwide. SDS dispatched teams to install customer specific materials to help regulate coverage.

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Big Box Department Clothing Store

SDS worked to re-cable and perform network cutovers with new network gear for a large portion of this chain's locations. We will dispatch trained teams after-hours for site visits to pull cable to update network for high speeds before network cutover. We completed the overnight Network Cutovers and tested all new hardware. This project had hard deadlines with specific goals and SDS performed at the highest levels of quality and completion throughout all companies involved.

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- Extensive location and technology surveys

Designer Exotic Clothing Retailer with Retail and Restaurant Locations

Worked with client to perform site surveys, provided low voltage materials, installed low voltage cabling, and installed POS and restaurant equipment between various other trades to deliver on time for construction schedule on all new store builds. SDS tested and validated equipment, managed project installations, participated in daily meetings and provided customer specified deliverables for completion.

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Gas and Convenience Store Chain

Installed access points and digital signage as well as performed break-fix troubleshooting services for locations throughout the United States, many of them located in outlying areas far from major metropolitan cities.

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Designer Tea and Hot Beverage Retailer

SDS coordinated with local sites for a survey to install racks at all locations. Dispatched Electricians for new rack location and IT techs for after-hours install of rack and un-installation and reinstallation of all network gear as well as cabling the front counters for new hardware.
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Optometrist and Eyeglass Retailer and Major Mattress Retailer

This company utilized SDS diverse talents to assist in the aggressive acquisition of new locations. SDS provided standardization in bringing these operating locations under the new ownership. By consulting toward cookie-cutter materials and installing practices and network setup, we assisted this client in quickly transitioning these locations into their specifications. We design our processes to optimize our speed of completion to ensure the least amount of friction in the client's growth.

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Fashion Boutique Retailer

SDS has operated a break/service contract for several years, performing ahead of customer expectation with SLA, accurate troubleshooting and ticket completion covering all of North America, including the Caribbean.

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Luxury Marina

This client was looking for SDS's expertise with their wireless network for coverage across the entire marina and all boat slips and dock locations. SDS performed wireless surveys and provided a custom installation plan to fit their specific needs. They worked using exterior materials and products for installation on their docks to withstand adverse weathering yet be aesthetically pleasing to the high-end environment.

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Discount Urban Clothing Retailer

SDS performed all new store installations covering infrastructure and installation of audio, surveillance, POS, phone, and all MDF and IDF equipment and testing. After we gained this client's trust, we were able to show extensive cost savings to go along with the convenience and ease of switching their existing PBX over to a versatile VOIP system company-wide. We continue to provide break/fix and project installation and consulting work for this client.

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Big Box Retailers, Big Box Hardware, Contractor Supply House and Large Grocery Chain

SDS performed site surveys and follow up installations for surveillance systems, camera installation, and upgrades for locations across the US and Canada. We work with our clients to have seamless after-hours installation and cutover and followed up with complete installation documentation and pictures, as well as staff training on new products.

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Testimonials

H1: Check Out What Our Past Clients Have to Say About Us!

H2: We work with any brand or tech manufacturer to find the best price and solution that works for you

“The ease and professionalism of delivery throughout North America that SDS delivers is the best in the industry. This partnership allows us to focus on our business at hand. The SDS continues to educate our team on emerging technologies”- Director of IT, Global Retailer

“SDS delivers high visibility projects on time and on budget with real time visibility. The SDS group has a very strong PM team and field services group.”-VP of New Store Technology, Nationally Retailer

“With tight budgets and short timelines, I didn’t have the luxury of shopping multiple consulting companies looking for a team of people to address our challenges. I was fortunate to partner with SDS as their team of talented IT professionals were able to offer a bundled solution which included state of the art phone systems, PCI compliant software, and network security and general consulting. I would highly recommend SDS to any company which need their support systems to grow along with their business.” -VP Technology, Regional Retailer

Contact

H1: Call Us Today to Discuss Your Project or Request a Bid

H2: Our team can help design, source, install, implement, and manage virtually any technology need for your business

Phone

248-282-8094

Address

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Farmington Hills, MI 48335