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WALKER
AND ASSOCIATES INC

Walker and Associates, Inc. Corporate Capabilities

Walker and Associates, Inc., based in Welcome, North Carolina is a nationally recognized MWBE certified telecommunications equipment distributor, integrator and services provider for over 39 years.

As of August 13th, 2008, Walker has been awarded TL9000-V R4.0/4.0 and ISO 9001:2000 certification, an internationally recognized quality management system standard developed by the International Organization for Standardization (ISO), for its Welcome headquarters and distribution facility, located in Winston-Salem.

Walker is an industry leader in providing equipment solutions and value to:

- Independent Local Exchange Companies
- Wireless carriers
- Regional Bell Operating Companies
- Inter-exchange carriers, cable companies
- MSO/Cable TV Companies
- Competitive Local Exchange Carriers
- Government Entities

Along with these service providers, Walker also provides solutions to large enterprise networks such as municipalities, other government entities and university campuses.

Walker's value-added solutions encompass a broad range of manufacturers utilizing sales, marketing and engineering staffs that have a depth of experience that is unsurpassed. The manufacturers in our portfolio range from industry giants whose products are the standards of the industry to small, nimble companies capable of processing design changes in hours to meet the ever-changing telecommunications industry requirements.

Walkers' value-added services include custom kitting, inventory management, application engineering, and installation. These value-added services coupled with our ever expanding product portfolio help our customers reduce costs and satisfy technology needs.

As an added service, Walker and Associates, Inc. has a Secondary Market Program to assist our customers in disposing of surplus or de-installed equipment. Your secondary equipment may be eligible to be "traded up" for new equipment, establish a consignment program or purchased by Walker. In addition to assisting our customers with equipment de-installation, Walker also makes other secondary market equipment available to you for purchase. From new to secondary products, our goal is "distribution done right".

Asset Management

Walker and Associates' portal (web based application) and 3PL (third party logistics) offerings are extensive. We believe enabling electronic partnerships and providing supply chain management support services should come with a single focus - to work towards your success. Walker and Associates' values our customers and has been on the forefront of research and development of customizable web portal offerings for customer needs.

Receipt of Customer-Owned Materials Process

Walker can receive our customers-owned materials that will be drop-shipped from the manufacturer to Walker's Distribution facility in Winston Salem, NC. Walker has developed a receipt and validation process for these customer-owned materials that will allow for accurate and efficient receiving, as well as, provide a view for our customers tracking purposes of the received equipment. There are elements to this process that will involve certain criteria being met by our customers that will encourage the efficiency and accuracy of these receipts.

First Walker would like prior insight as to the part numbers, inclusive of descriptions, that would be received by Walker on our customer's behalf. This allows us to ramp up the system by having your needed equipment already established in Walker's system.

Secondly, since Walker will be receiving this equipment directly from the OEM- Walker would like a copy of the purchase order prior to receipt of the equipment to be used for the validation of your purchase order. We request that our customers provide us a contact name and phone number in the event we discover any non-conformity in the receipt process.

We also ask that our customers, if not already available, have the OEM's to use the barcode standard: TCIF Shipping and Receiving Transaction bar code label specifications (BCS-05-001) and the TCI Product Packaging label specification (BCS-95-003) in order to track by serial numbers. These labels should be placed directly on the outer cartons of the product being delivered or affixed to the packing slip so the barcodes of the products with serial numbers can be scanned easily by Walker's personnel to identify the products during the validation process.

The scanning activity in this process will allow us to quickly display your incoming materials for ease of tracking by our customers.

"Green" Initiative

Walker and Associates demonstrates a consciousness towards the current social and commercial awareness towards "going green" by recycling commonly used materials in our Distribution Facility in Winston Salem, NC. Although not formally documented, it has been our process to re-use packing materials from incoming products that are unpackaged, as well as original manufacturer's cartons where possible. The reuse of such packing materials benefits the environment by reducing waste and ultimately cuts down the cost of obtaining this material for shipments. In addition, Walker has engaged in plans with both UPS and our current box manufacturer to recycle the wooden pallets that are used in shipments. UPS returns all pallets from Walker shipments back to Walker for future use, and when those pallets become in need of repair, we provide these to our box manufacturer for their use. Walker is also committed to working with customers through electronic means, and we encourage this in order to eliminate the large amounts of paper used during typical day-to-day business transactions. As a distributor and product integrator, Walker does not have significant raw material or manufacturing process waste to dispose of.

Electronic Data Interchange ("EDI")

Walker's state-of-the-art electronic commerce capabilities make each of your transactions simple, fast and effective. We offer several options for moving data electronically. We can accommodate a range of file formats, including email and FTP, as well as traditional EDI with industry guidelines, from version 2000 to 4010. We also have two Internet offerings: Web Method and ICCNET.

ECommerce

With Walker's standard business application, we can receive a purchase order, acknowledge a purchase order, send a notice when the order has shipped, send an invoice, and receive payment, all electronically and automatically. After the order is placed, our system sends an email directly to the buyer with order details, shipping details (including tracking number), and information about how to get in touch with us if there is a problem. With Walker eBusiness, our secure website feature, customers can track orders and get up-to-date account information via the Internet.

Distribution

With a vast range of services and products, Walker is the ultimate one-stop shopping point for your network needs. We maintain a thorough and efficient distribution system that makes it simple for you to purchase and install the products you need. We strive to hold stocking positions on the most commonly required equipment of our primary and featured manufacturers to allow you just in time delivery.

Our sales team is ready to help you make selections, always keeping you updated on new products and developments in the industry. With our compliance labeling system, we apply custom labels and barcodes on each item, so that they are ready to install when they arrive.

Custom Kitting

Walker can save you time and money with custom kitting services. Walker represents more than 200 different manufacturers. That gives us the ability to combine multiple parts from numerous manufacturers under one part number, customized for you. This way, you don't have to search for each item each time you purchase. Your custom kit serves as one line item on a purchase order, so you'll never have to waste time and resources selecting parts.

Integration

Walker and Associates, a distributor of telecommunications equipment, formed an integration group in 1989. The integration group started as a means to provide custom cable configurations for customers and rapidly expanded into integrating central office and cellular transmission racks. Customers needed a source to buy engineered and assembled multi-vendor solutions. From the very beginning, Walker's goal has been to work with each customer to provide the telecommunication solutions they desire. Advantages of Walker and Associates' "manufactured" approach to integration and testing insures product consistency and reduced failure rates. Many services are also offered in addition to manufactured systems.

Quality is an inherent service that is delivered with every project. The quality assurance team inspects each phase of the integration process from cable manufacturing to packaging. Cables manufactured for loose shipment are continuity tested for proper assembly and pin-outs. Cables manufactured for integrated racks are subjected to this testing along with system testing when the rack is powered up for provisioning and testing. The assembly and wiring areas are inspected for compliance to the engineering documentation and strict quality guidelines for wire crimping and wire wrapping.

Rack elevation drawings and quality assurance completed lists are provided in the documentation package shipped with each rack. Detailed bill of material, wiring diagrams, and point to point wiring tables can be included in the documentation packages as requested.

Walker provides testing from simple power up procedures to digital cross-connect provisioning. All elements within the integrated product that can be powered and provisioned with signals are done so in the final test and acceptance area.

Walker performs continuity tests on all cabling (signal and power) in the integrated products. Cables made in-house in Walker's cable shop are continuity checked using cable test equipment prior to being installed in integrated products. Specialty cables purchased from other sources are tested during rack power testing, signal testing and provisioning.

Walker performs power tests on all integrated products. The testing area has a "power plant" capable of supplying AC, +24v or -48v to cover the range of integrated product power requirements. All integrated products are connected to this power plant and turned on to verify all equipment is working properly. Loop back tests are performed on all integrated products. In addition to loop back tests, Walker uses test equipment to generate and monitor signals for errors and proper provisioning.

Engineering Tools

Engineering documents are generated using Microsoft Excel and Visio. Bill of Materials, labor charges, cable assignment diagrams, wiring tables and power calculations are produced using Excel. Rack elevation drawings, assembly notes and wiring notes are produced using Visio. All BOM's, drawings and wiring information is maintained in hard customer files and an engineering server.

The engineering team maintains a library with manuals, system descriptions, specification sheets and equipment details for many associated manufacturers' products. Spec sheets are also maintained in a database on an engineering server. These specs are made available to customers to help facilitate the sale and accuracy of our application work.

When preparing integration proposals, the engineering team reviews the power requirements for all the elements of the integrated product. This information is used to size the existing customer load center or develop the proper power source within the integrated product such as stand-alone cabinets, huts or enterprise equipment.

The manufacturing facility at Walker has a full compliment of test to generate and monitor signals for errors and proper provisioning for all integrated products. Primarily, the test area uses T-Berd 224 and 310 models for testing. The test area is staffed by trained personnel which generate DS0, DS1, DS3 signals and Ethernet streams to test and verify that inputs and outputs are correct and properly set to customer specifications.

In addition to normal test procedures, the test area has multiple workstations for performing firmware upgrades and customer provisioning. Through these workstations, the test technicians can access manufacturers' web sites to download firmware and instructions if necessary.

Engineering Change Orders

Walker and Associates' engineering staff works closely with customers on the initial design of all integrated projects. This upfront discussion provides the information necessary for the engineering team to develop the documentation (drawings, wiring schematics and descriptions) used by the production staff to build, test and package the integrated product. In cases where the customer or engineering staff need to make changes, the engineering staff reviews all necessary changes with the customer, engineering manager and production manager. Once the customer, engineering manager and production manager approve the changes, the engineering staff revises all documentation and submits to production. If products are currently in process, production will halt until special instructions are provided by the engineering staff on changes.

Installation

With full Engineering, Furnish and Install services, Walker will get your network operational. We'll bring your new products right to your site, install them, and make sure they work at an agreed upon level. Expert installation is an integral part of our complete EF&I service. Our capabilities include:

- Project Management
- MOP meetings
- Scheduling of contractors
- Coordination of material handling and delivery to each site
- Monitor quality control
- Weekly progress update for each collocation
- Adjustments of materials as needed per site
- Coordinate Billing
- Documentation for Schedule Changes, In Process Change Orders, etc.
- Provide As-Builds for each site upon completion
- Testing of all equipment, cabling connectors and terminations to manufacturer electrical specifications

Engineering Support

Walker's value-added services don't end after your network products are selected, purchased, integrated, and installed. We have certified engineers on staff to answer pre- and post-purchase questions, assist with network design, and work through any technical issues you have. Our engineers work with the manufacturers to stay informed on the latest developments in technical matters, which mean that you'll stay informed in the fast-changing technology field. If our engineering staff can't solve your problem, they will be the gateway to the manufacturers' teams and support you until your problem is solved.

CAMP (Customer Asset Management Program)

Walker is not just your number one Distribution source for state of the art telecommunications equipment; we can offer a variety of services geared towards management of “customer-owned” assets.

Our services can be selected as individual programs or perhaps a “customized” CAMP service package inclusive of many options already available will bring the most value to your asset management objectives.

Physical Capability

- Warehousing: 176,000 square feet (26,000 sq/ft integration, cable assembly, kitting/services)
- Corporate: 30,000 square feet, Expansion capability: 72,000 sq/ft
- Vendors: 200 plus

Material Management

Through our material management, we can consolidate most of your day-to-day purchase orders with multiple vendors into one purchase order, one packing list and followed by one invoice. We can stage materials to meet your on-site date when you need it in order to better manage your asset deployment and costs.

Our material is managed in two ways:

- Replenished management based upon your current usage.
- Applied Inventory Management based upon a contractual agreement of stocked material.

Customer Warehousing

Walker and Associates primary distribution center offers warehousing space and material management for our customers’ inventories. Walker can convert bulk inventories to individual site shipments, capture field returns for reuse, drop-ship products to any location and provide inventory status data as appropriate. “Customer warehousing” is a subset of our CAMP (Customer Asset Management Program) which we will be happy to review upon request.

Surplus/Refurbished Product Access, and Supply and Disposition

Gleaning a large contact database and regular supply listing from service providers, installation companies, OEM’s and engineering firms, Walker has access to surplus product. We insure our clients of the quality and condition of products prior to a sale as well as a one year warranty. We also offer a “trade-up” service to our customers where we sell your consigned equipment and apply the sales to new product purchases.

24 Hour Emergency Service

Walker and Associates, Inc. provide our customers’ specific emergency procedures for 24x7x365 assistance inclusive of single points of contact and availability to product. Walker and Associates, Inc. can provide dedicated emergency response resources on a 24x7x365 basis for customer service, order fulfillment, inventory management, shipping, and accounting operations via 1-800 number service by automated cell phone and pager response integration.

These services exist to help you reduce costs by outsourcing cost prohibitive customer owned programs.

Walker and Associates continues to develop world-class solutions and services to meet the evolving technology demand of our customers and vendors. Based on Walker’s previous success in customizing programs for our customers, Walker is prepared to deliver our customers the level of commitment and support to make our partnership a success for years to come.

Personal Attention from Inside and Field Sales Teams

Help is just a phone call away. Your dedicated sales team is trained and knowledgeable about the telecommunication industry. Our sales team knows your business and can assist in introduction of new products and technology trends, as well as taking care of the day-to-day business of product delivery, price, and order placement. Walker utilizes the team approach to better service the customer. Each customer has an inside sales point of contact, which is teamed with a Regional Account Manager. Support groups within Walker are also assigned to your account. Representatives from accounting, product return, and proposals will also be knowledgeable about your account and work with the sales team to fulfill your needs.

Supplier Commitment

Walker and Associates, Inc. have many strategic alliances with premier suppliers in the telecommunication industry. Within Walker, we have a dedicated Product Management group whose primary responsibility is to develop and work on behalf of our customers to negotiate pricing and stocking arrangements. It also puts us in a position to stay on the cutting edge of technology. The result to the customer is competitive pricing and reduced lead times. Our supplier relationships benefit the customer by allowing Walker to be your one point of contact to resolve issues.