



National Roll-out

The Challenge A major national retailer needed to deploy infrastructure cabling, phone systems, and point-of-sale hardware and software to a large number of retail sites as they expanded nationally. The true test? Finding a service provider who could manage large numbers of installations each month and remain flexible given the complex and ever-changing launch schedules.

The Solution Service Communications Inc. (SCI) understood the requirements necessary to ensure a smooth and large scale deployment. Communication protocols were imperative as site launch schedules were adjusted daily. Installers were given detailed instructions to meet the client's strict quality standards. A team of Project Managers dedicated to the account became familiar with every aspect of the installation process and had a clear understanding of client expectations during each step of the installation. SCI managed a technical checklist and handed off the site only when work was completed to the client's rigorous standards. SCI also provided 24/7 Help Desk support in the post-cut environment to ensure rapid acknowledgement to customer and ensure timely onsite responses. Post site launch, the client was given flexible, accurate and timely billing.

The Results SCI has completed approximately 10-15 installations per month over the 8 year relationship. Customer schedules are routinely met and the SCI installation team functions as an extension of the customer team. As a result, SCI was also tasked with other technology installations in larger full scale stores.

Client Testimonial "Given the complex and ever-changing deployment schedules, SCI had to be extremely flexible while maintaining a sense of urgency around each installation. Our responsiveness and commitment to quality are why the partnership continues."
- Andy Griego, Director of Sales, Service Communications Inc.

About SCI

Service Communications Inc. provides installs and supports voice, data, security and cabling systems. SCI's 20 year expertise offers the single source solution that has successfully integrated the network infrastructure needs for the retail, financial, healthcare, education and government sectors, among others.

We Bring Technologies Together