



Case Study – Broadband Conversion Project

The Challenge

A major retailer with thousands of stores nationwide needed a trusted vendor to convert its retail stores to a broadband internet solution in 2014. The customer had an aggressive schedule planning to convert hundreds of retail stores to the new solution in less than one year. The customer needed a vendor who could manage and convert more than ten stores per night, all the while adjusting to the normal moving targets of scheduling and ensuring a high level of quality at every site.

The Solution

SCI assigned a 100% dedicated project management team to support this effort. Most of the work was done after store closing so the team included a night bridge manning the phones in support of the on-site technicians. The team was very experienced with the retail environment for this customer. Combined with a team of trusted sub-contractors from across the country SCI was able to commit to a plan to complete more than 10 conversions per night stores throughout the U.S. SCI assisted the customer in the development of a comprehensive tech packet that provided a clear step-by-step Scope of Work for field technicians. The tech packet provided the structure and discipline required to maintain a uniform approach that guaranteed consistency of the installation process throughout the life of the project.

The Results

Over the course of the ten month project SCI successfully completed the conversion of more than 800 retail stores. As is often the case with large rollouts frequent schedule changes are the norm and SCI was able to successfully scale and flex as necessary to meet those challenges. SCI successfully completed all sites assigned to us in the project, meeting all of our customer's requirements.