



## Case Study – Retail Store Technology Deployments

### The Challenge

In 2001, a major retailer needed a trusted vendor to assist in the deployment of technology in hundreds of new retail stores as their business grew. This technology deployment included the purchase and installation of phone systems and installation of infrastructure cabling and Point of Sale equipment. The vendor needed to have a thorough understanding of the client's standards and expectations and also have installation teams throughout the United States and Puerto Rico. In addition, the vendor needed to provide 24x7 Service Desk support for the telephone systems across all of the retail stores and meet customer provided Service Level Agreements for system repair. The client expected a construction growth rate of more than 100 stores annually.

### The Solution

SCI offered a unique combination of skills to the client, able to install all three required technologies with its national network of technicians. SCI also developed a project management team specifically dedicated to supporting the effort and created tech packets for each component of the installation that address the cabling, POS and telephony components of the installation. This provided a technical framework to train and manage onsite technicians at the new customer stores. The project management team also managed the schedule with the customer by scheduling sites, completing conversions and tracking results. SCI created a team of Service Desk technicians with the telephony skills needed to perform remote support with field technicians for the customer telephone systems.

### The Results

SCI was able to meet customer requirements for new store deployments over the course of 15 years. SCI installed telephone systems in more than 1800 retail stores and installed cabling and POS in many of these stores as well. SCI was able to respond to the frequent schedule changes normally encountered in new construction and still meet schedule timelines. The SCI project management team controlled the installation process through careful management of the tech packet and the on-site technicians, all the while communicating results to the client. The SCI efforts resulted in a high level of customer satisfaction as evidenced by the continuous participation in new store deployments now for more than 15 years.