



Case Study

A large, Internet-focused solutions provider stipulated overnight completion of multi-site POS installation with full functionality of next day operations

Client:

A Large, Internet-Focused Solutions Provider

Industry:

Consulting/Business Services

Service Offering:

Staffing Services

- Infrastructure Staffing Services



The Situation: This large, Internet-focused, information technology solutions provider needed multiple installations engineers to perform a Point-of-Sale (POS) installation at various sites across the U.S. TEKsystems® client was contracted to provide the POS installations to its client—one of America's largest grocery store chains—and TEKsystems, a premier provider of technology staffing and services, in turn, was hired to perform the work as a third-party contractor. Because all installations had to be completed overnight so that each store was fully functional and ready to open in the morning, the job required a company that could successfully provide a large volume of engineers for off-hour shifts.

The Challenge: This project required skilled technicians with the ability to perform a high volume of installations in a short period of time. The challenge was to have the TEKsystems teams in the store as soon as it closed for the night, perform all of the installations, and have the store completely ready and functional by opening time the next morning. In addition, this job needed to be performed at multiple facilities in a very aggressive time frame.

The Response: The engineers TEKsystems placed worked on off-hour shifts to install all of the POS systems within each store location within an eight-hour time frame. The company used TEKsystems to find the engineers to perform these installations in over 50 locations within a month. These engineers worked with the client's project managers to efficiently install the systems each night and complete the job in time for the stores to be reopened the following morning. TEKsystems' engineers were responsible for assisting in constructing the new system, deinstalling the old systems, and replacing them with the new systems. TEKsystems was able to provide engineers in various markets to travel across each city to perform multiple installations on a weekly basis.

The Result: All projects at each location were completed successfully and in a timely fashion.

The Technology: POS systems and related devices, networked scanner system, Intel® Pentium® II server

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