



Case Study

Information management technology company and its customer, a national chain of grocery stores established an aggressive schedule for installation, upgrade and Ethernet conversion of POS equipment

Client:

An Information Management Technology Company, and its Customer, a National Chain of Grocery Stores

Industry:

Retail

Service:

Component Services

- Deployment Services
- Technology Installations & Upgrade



The Situation: A regional technology company specializing in information management and knowledge discovery systems required a partner with a proven track record of success and national reach to upgrade its Point-of-Sale (POS) equipment and perform a token-ring-to-Ethernet conversion for its customer, a national chain of grocery stores with over 250 locations.

The Challenge: The technology company had typically relied on a number of local vendors to implement projects on its behalf. However, because of the grocery chain's multiple locations, the company sought a single, national service provider that could perform the POS upgrade and Ethernet conversion at all locations within an aggressive 15-week time frame.

The Response: TEKsystems®, a premier provider of technology staffing and services, performed the upgrade of the grocer's POS equipment and Ethernet conversion that incorporated both customer service and technical support assistance for the 15-week engagement. This included two weeks for engagement planning, a one-week pilot, and 12 weeks for the upgrade and conversion activities nationwide. A team of senior project managers, project coordinators, and technical support engineers provided technical expertise to carry out the activities at all locations.

The Result: By partnering with TEKsystems, the regional technology company was able to make use of TEKsystems' best practices, national delivery model, and project management expertise. This allowed the company to focus on providing significant value to its customer, the national grocery store chain. TEKsystems was able to combine both the strength of its proven project management experience along with regional technical capabilities to deliver a service that exceeded the expectations of both the technology company and its customer. By taking advantage of TEKsystems' national delivery team, the technology company's daunting task of managing multiple local vendors was eliminated, thus allowing it to concentrate on additional service responsibilities to its customer.

The Technology: TEKsystems' proprietary project management methodology

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