



Case Study

Large manufacturing retailer utilized successful pilot installation as proof of concept for nationwide implementation

Client:
A Large National Mattress
Manufacturer/Supplier

Industry:
Manufacturing/Retail

Service Offering:
Component Services
- Deployment Services
- Technology Installations &
Upgrades



The Situation: This large national mattress manufacturer/supplier, headquartered in Minneapolis, sells beds and accessories nationwide at more than 350 retail stores in major shopping malls, select bedding retailers, and through its national direct marketing operations. The client was considering implementing technology infrastructure in 350 retail store locations across the United States. The scope of work included the installation and testing of PCs, a specialized compression pad, a projector, and a screen to support a demonstration bed on every store floor. Installation also required data cabling to be run within each store.

The Challenge: The client lacked the IT and facility resources required to implement the required technology within its retail locations across the country.

The Response: TEKsystems® leveraged its national coverage of more than 90 offices throughout North America to build a project team with the right talent and geographic coverage to meet the client's needs.

The Result: As a premier provider of technology staffing and services, TEKsystems provided the project management, coordination, and technical resources to effectively deliver the service requirements of this project. TEKsystems partnered with the client to develop the schedule and ensure that the client shipped all the PCs, compression pads, projectors, screen equipment, and materials required by each store prior to installation. Before technicians arrived on-site, TEKsystems communicated with each store to ensure that the client-provided equipment had arrived. Upon arrival on-site, TEKsystems located the screen position, measured appropriate distance (min./max.) to locate projector mount area, located nearest power outlet to projector, procured a grounded extension cord, located computer area, ran cabling, installed appropriate wall plating, mounted projector, powered and tested screen, and installed and tested the PC.

The project pilot, which involved 25 stores in five markets, was completed within the desired time frame and budget. The client is utilizing the pilot rollout as a proof of concept, and the marketing department is currently evaluating its impact in the stores to determine whether to implement the technology in all stores.

The Technology: TEKsystems proprietary project management methodology