



Infrastructure Management Services

- Desktop Management
- Field Service Management

SUCCESS STORY:

Multi-National Retailer

CompuCom's Infrastructure Services Keep Retail Specialty Company Operating Efficiently

The Client

One of the world's largest home improvement retailers, this client operates thousands of stores throughout North America. Offering a broad array of essential products for both do-it-yourself homeowners and professional contractors alike, the popular retailer depends on effective and efficient store operations to support its hundreds of thousands of employees and multi-billion dollar revenue goals.

The Challenge

This multi-national retailer, like any large retail chain, uses a wide variety of equipment in each of its more than 1,700 stores to carry on day-to-day operations. Devices range from hand scanners and paint machines to cash registers, PCs, printers, kiosks and network hardware. The company maintains 45,000 cash registers, an equal number of desktop PCs, 8,500 printers, and thousands of servers and routers. Vendors include NCR®, Dell®, HP®, Cisco®, and Xerox®, to name only a few. Maintenance was provided by several vendors, to varying service level standards, requiring the company to spend considerable Information Technology (IT) resources juggling contracts and arranging for repairs and disposition of old equipment.

Measurable Results

CompuCom's rigid adherence to call reduction programs produced dramatic results:

- *Calls dropped from 120,000 to 80,000 per year, despite doubling the equipment under maintenance*
- *Costly, outdated equipment was retired based on continuous analysis of failure rates*
- *IT support costs were reduced by 13%*



The Solution

This retail client initially was looking for a single vendor to provide in-store maintenance for their wide variety of printers. However, CompuCom was able to demonstrate the cost-effectiveness of having a single-source vendor for all of its in-store maintenance needs. As a result, this company re-issued its request for proposals to reflect the expanded scope of the project and selected CompuCom based on our strong client references, service methodology, and experience in providing similar services to equally large retail chains. The retailer was particularly impressed by our guarantee of four-hour restoration to keep productivity at the highest possible levels. We eliminated redundancy and variable standards of service by assuming the entire burden of in-store maintenance. This client no longer has to manage multiple vendors or points of contact. We provide a Single Point-of-Contact (SPOC) who works with the company to understand the entire store environment, rather than isolated equipment types.

To provide a comprehensive and responsive means of tracking status on all calls, we crafted a delivery model that allowed the client's help desk to interface directly with our field service force. Real-time information passes between its legacy call tracking system to our Call Dispatch System, including updates from field technicians. Both store and corporate management teams can see and access the current status on all calls which eliminates the need for vendor management staffing, since all data is shared.

The real-time data provided from technicians' laptops, and the cumulative data analyzed in weekly service level reports, allows trouble spots to be rapidly identified and eliminated. Additional benefits were realized in tighter controls over the order process, eliminating backorders, and other potential bottlenecks.

To further streamline administrative operations and costs, CompuCom utilized a dedicated onsite account team, assisted by a retail-specific "Product Support Team," a just-in-time inventory process, and a client-dedicated call escalation team. This provides intimate knowledge of the retailer's environment, which speeds the resolution process and keeps downtime to a minimum.

The Results

By changing the approach to the entire problem of in-store maintenance, this retail client arrived at a new way of looking at outsourcing, which directly resulted in enhanced productivity within the stores. By working with CompuCom, this retailer was able to reduce IT support costs by 13%. The SPOC approach moves the burden of managing warranties and vendor support to our Program Management Office, freeing the retailer's IT staff for other projects and priorities. By embracing new technology, the client realized faster restoration, increased uptime, and smoother operations overall, allowing individual stores to focus on selling and customer relations rather than on technology issues.

Learn more about CCSI's broad range of services and how seamless integration can help you drive greater business value from your IT infrastructure. Visit us online at www.CCSICompuCom.com or call us at +1 905.816.3000 today.

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CompuCom is a leading IT outsourcing company that also provides application development, procurement and management of hardware and software. With more than 20 years of IT experience, CompuCom employs more than 11,000 highly skilled associates who have earned more than 60,000 industry certifications company-wide. As experts in workplace services, CompuCom's unique Integrated Infrastructure Management™ (IIM) solution reduces costs, increases productivity and helps clients gain maximum value from information.



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