



# Direct Source

## case study

### PROJECT SCOPE

**INDUSTRY:** Retail Farm & Ranch Chain

**PROJECT:** POS replacement

**SERVICES:** Project management, staging and configuration, integration and installation

**TIMEFRAME:** Four months

**SIZE:** 680 stores

## Retail Farm and Ranch Supply Store: POS Replacement Project

### BACKGROUND

A major retail farm and ranch store chain in the United States recently needed to replace the ten-year-old POS systems at its registers and service desks to update old equipment and take advantage of new advanced application capabilities. While the systems were usable, the company primarily wanted to decrease its ongoing costs associated with hardware maintenance and legacy equipment breakdowns that were no longer covered under warranty.

### CHALLENGE AND SOLUTION

Direct Source, Inc. was engaged to manage the deployment of the new POS systems. In addition to project management, other services provided by Direct Source included staging and configuration, integration and nationwide installation.

The aggressive implementation schedule was one of the biggest project challenges. More than 680 stores across the U.S. had to be completed within four months, with each store implementation completed on an overnight basis. To shorten the learning curve, each technician traveled to 40–50 pre-assigned installation sites.

Each night, the POS systems were taken down and the new systems were installed. Since Direct Source was given help desk access from the retailer, technicians also were responsible for proper remote management and network setup.

### OUTCOME

The Direct Source team worked with the retailer to devise a comprehensive plan for implementing the new systems.

Direct Source technicians completed the POS installs on a pre-planned timetable. The project management team proved value by completing all the installations during the rollout on-time or early, in spite of the aggressive schedule.

Since the retailer had limited space at each location, Direct Source also managed national recycling for the old POS systems with an approach designed to identify and track each piece of equipment removed from the site. Equipment that could be re-used was distributed to other stores and equipment that could be re-sold provided a financial return for the retailer. Without this step, the retailer would not have been able to efficiently manage the equipment removal on its own.

The success of the project was evident with each early and/or on-time completion. And, because the on-site installation teams worked with the retailer to test each installation prior to the live setup, there were minimal changes after completion.

The retailer's feedback to the project manager was also indicative of the overall success. "Direct Source is one of the few companies that truly delivers on its promise," said the retailer.

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- Touched nearly 700 stores
- Managed aggressive implementation schedule
- Scheduled each technician to visit 40–50 pre-assigned sites
- Helped retailer decrease hardware maintenance and legacy equipment costs
- Completed all installations on-time or early