



Direct Source

case study

PROJECT SCOPE

INDUSTRY: Leading Lifestyle Retailer

PROJECT: Network upgrade, POS and in-store processor upgrade

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

SIZE: 1,000+ stores

Even with the aggressive schedule, all installations were completed on time or early, proving the value of the project management team overseeing the project and the on-site technicians.

Lifestyle Retail Chain: Network Upgrade, POS and In-Store Processor Project

BACKGROUND

Effective data communications can have a significant impact on a retailer's ability to manage sales, inventory and reporting. When a leading lifestyle retailer needed to upgrade its back-end systems to support enhanced data management, Direct Source, Inc. got the call.

CHALLENGE

Direct Source was contracted to manage development of a new information technology system, which included network, point-of-sale and in-store processor upgrades. The retailer also needed Direct Source to handle the project management, staging and configuration, integration and installation services nationwide.

With more than 1,000 stores across the United States, Puerto Rico and Canada, the project was aggressive. Each store required new servers to support increased data needs, a data center remodel and new switches to support check-out systems. In addition, each device in every store was modified for dynamic IP addressing, allowing multiple devices to share limited address space on the network.

One of the biggest challenges was the short implementation timeframe. The stores had to be completed on an overnight turnover schedule, from about 2:00 A.M. to 9:00 A.M., for the project to be considered successful.

SOLUTION AND OUTCOME

The Direct Source project management team worked with the retailer to devise a comprehensive plan for implementing the new systems, helping to build a consistent level of performance and stability within each location. With input from the retailer, technical experts designed a program to install the new servers, switches and router cabling, as well as remodel the data centers and re-ID the IP devices – allowing the transition from a static to dynamic network.

The Direct Source national implementation teams then completed the installs on a pre-scheduled basis. Because each team is provided with a detailed project plan and instructional documents, the installations were completed without incident. Even with the aggressive schedule, all installations were completed on time or early, proving the value of the project management team overseeing the project and the on-site technicians.

- Touched more than 1,000 stores across the U.S., Puerto Rico and Canada
- Conducted overnight installations
- Built consistent level of performance and stability within each location
- Completed installations without incident