

National Automotive Service Company POS Upgrade

Project Overview:

Customer Industry: Automotive Service
Project Name: POS Upgrade
Project Rollout: 12 months
Project Size: 500+ Stores

Customer Business Requirement:

This well-known national automotive service company has 500 locations across the US. They required an upgrade to their point of sale equipment to improve customer satisfaction and efficiency. Each location within this chain needed three to four visits during the course of the project, two of the visits lasting at least eight hours each. The size and breadth of making 1500 – 2000 site visits in this time frame was too much of an undertaking for the client and they recognized the need for a professional technical services organization that could manage the project with exacting communication and keep it on such an aggressive timetable.

Bailiwick Differentiator:

Bailiwick's experience with similar large POS rollouts using local labor and efficient reporting tools gave the client confidence that we were the right partner for this key initiative. In addition, the client elected to use Bailiwick's thorough site survey program to ensure that the store infrastructure was analyzed, verified and photographed prior to dispatching technical resources. The client used Bailiwick for the POS and cabling portions of the project to minimize the number of vendors in their

stores. The customer was excited to use Bailiwick's paperless online project collaboration utility NIKU, which streamlined project documentation and communication.

Project Services Overview:

Project Management

Bailiwick's experienced project managers worked with regional field teams to



coordinate all of the tasks, logistics, and schedules necessary to make this project a success. Key components of this project are:

- Detailed site surveys and photography
- Store cabling drawings with power locations and specific counter measurements
- Status reporting and project documentation via NIKU
- Field resource management per the rollout schedule

Site Surveys

Bailiwick visited each store and completed a custom survey which consisted of the following elements:

- Documentation of existing cabling, power locations
- Digital pictures of the wiring closet, backboard and equipment.
- Precise dimensions of counters and cabinets.

At the end of the survey, all documents were posted to Bailiwick's secure World Wide Web Site for client access.

Data Cabling

- Pulled new data lines to selected back office and POS locations
- Verified connectivity at each jack
- Installed data equipment at predetermined locations
- Posted client sign-off to NIKU for client access

POS Equipment Installation

- Installed preconfigured POS equipment at store
- Installed PCs
- Verified installation according to project requirements



Customer Contacts:

If you have a question about a specific project, please call us for more information. We will be happy to provide you with references and more details.

Bailiwick 1-800-935-8840

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