

Fortune 50 Retailer Back Office Workstation Replacement

Project Overview:

Customer Industry: Retail Merchandiser
Project Name: Back Office Workstation Replacement
Project Rollout: 8 months
Project Size: 440 Stores, Nationwide

Customer Business Requirement:

Customer had outdated and amortized equipment in use at their retail stores. They wanted to upgrade their entire LAN at each location. More specifically, this project called for technical site surveys and drawings, new physical layer cabling, PC imaging, equipment labeling, re-boxing, shipping on a precise schedule, LAN installation, Power-over-Ethernet (POE), switch integration, and environmental disposal of retired equipment.

Bailiwick Differentiator:

Bailiwick was chosen over the incumbent technical partner because we had built a high trust level with the client with years of consistent and highly successful IT projects, as well as our competitive price structure. We were successful at working through the intricate bidding process and writing a bid response that covered every aspect of the project and even assisted the client in developing their RFP.

Project Services Overview:

Site Survey

The client agreed to utilize Bailiwick's detailed site survey process. For their

project, we deployed field resources to each of 440 stores in North America, and document existing Ethernet and Token



Ring network cabling. We made recommendations on the number and length of runs that would be necessary to meet their data communication requirements. The completed surveys were posted online with NIKU, our online collaboration tool, giving the client real-time reporting on the progress of the project.

Project Management

Bailiwick Project Managers seamlessly integrated all aspects of the overall Workstation Replacement Project into one manageable process that maximized value for this client.

Installation

Combining both regional resources and dedicated traveling teams allowed the client to enjoy the benefits of both approaches. Bailiwick's field resources met the product on-site at each retail location, set the equipment into place and powered-up the LAN. Functionality was tested, confirmed and acknowledged by store personnel for sign-off.

Imaging

Each of the 4400 PCs was shipped to Bailiwick's Configuration Center to be imaged with the necessary software for the

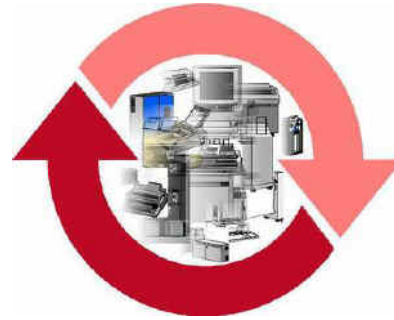
particular service/function of that unit. Each store has from 8 to 12 computers in the back office performing tasks ranging from training to returns to labeling. Bailiwick technicians loaded the required software and labeled each unit before re-boxing and palletizing the product for the rollout.

Rollout

Bailiwick's professional services team managed the product rollout within a detailed schedule. Pallets were protectively bound in black shrink wrap to conceal the valuable contents during shipping. Product was sent out in waves to arrive just before the installation dates. Due to careful coordination and attention to detail, Bailiwick was able to complete the rollout without one lost or damaged product during the entire project.

Disposal

To eliminate additional expense to the client and reduce waste, the Bailiwick technicians re-used the packaging materials



from the new LAN devices to package the de-installed equipment. The de-commissioned product was then shipped on pallets to

Bailiwick's technical disposal partner. The salvageable parts were removed and the PC was disposed in a certified environmentally correct manner.

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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