

Pet Store Chain Petfinder Kiosks in Stores

Project Overview:

Customer Industry: Pet Supply Chain
Project Name: Petfinder Kiosk
Project Size: 49 Stores

Customer Business Requirement:

This client required the installation and termination of data cable runs to new kiosks located in their chain of pet stores. The client had no experience with kiosk technology and needed a proven technical services partner to ensure the success of the project.

Bailiwick

Differentiator:

This project required the timely communication between installation teams and Store

Management to ensure efficient and non-disruptive implementation of this equipment. Bailiwick provided a central point of contact for the client and managed installers in dozens of metropolitan markets across the United States. First call technical support was provided for on-site technicians to minimize the number of calls directed towards client's support staff during the installation process.



Project Services Overview:

Installation Tasks

Bailiwick technicians were deployed to install a new Cat5e cable at the predetermined kiosk location.

Following the installation of the data cable the technician was responsible for connecting the Kiosk CPU and powering the system on with the new connection to the DSL router.

Finally, Bailiwick's technicians contacted the client's helpdesk in order to test the kiosk network. The helpdesk personnel connected remotely into the kiosk, verified all connectivity and approved the work.

Customer Contacts:

If you have a question about a specific project, please call Bailiwick for more information.

Bailiwick Data Systems 1-800-935-8840

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