

## Fortune 50 Big Box Retailer

### Customer Business Requirement

Bailiwick is currently engaged in a multi-year project that involves a technology upgrade for 16 to 24 distribution centers for a Fortune 50 big box retailer. These large facilities, located throughout the United States, are undergoing a major IT makeover to replace outdated network equipment and upgrade the existing wireless network to provide more capacity and enhance coverage. The average distribution center is equipped with 13 Intermediate Distribution Frame (IDF) closets, 58 Wireless Access Points and 34 Network Switches. Because this project requires staging, configuring and installing equipment, the client needed an IT partner that could dedicate significant resources to the project. In addition, services had to meet strict deadlines and high standards of performance. Finally, the IT partner had to have the capacity to handle multiple activities simultaneously in a cost efficient way. The client also specified the need for a flexible and experienced IT partner willing to adapt to an ongoing project and frequently changing scope of work.

### The Bailiwick Difference

Bailiwick has maintained a close relationship and IT partnership with this client for many years. Certainly that's one reason they chose us for this project. But we also proposed and implemented a solution centered on customized delivery and a field plan that ensures frequent communication and carefully coordinated activities between our project teams and the client. Our warehouse facilities also represent a unique, convenient and essential asset for this particular project. The client appreciates our ability to manage staging, configuration and installation services inside one

facility and thereby provide a complete package of services. It saved them the trouble of contracting with multiple partners.

### Project Services Overview

#### Project Management

Bailiwick's Project Manager serves as an onsite resource in the project development process for this project. We work directly with our client to determine the best course of action, define process and establish support documentation to efficiently and effectively complete the work at each location. This hands-on approach helps to establish clear communication channels between



### PROJECT OVERVIEW

**Industry:**

**General merchandise**

**Project:**

**DC upgrade**

**Timeframe:**

**Two years**

**Size:**

**16 to 24  
distribution centers**

our project management teams and our client contact. Bailiwick's Project Manager is also responsible for providing weekly status updates and inventory reports to the client. If necessary, we're also prepared to dispatch a CCIE engineer to assist with any questions about configuration or other changes as needed.

### Staging and Configuration Services

Bailiwick's warehouse offers our client a coordinated and cost efficient way to manage the staging, configuration and shipping requirements for this project. Our configuration engineers and project managers team up to inventory all project related equipment and ensure that switches, wireless access points, controllers and routers are accurately validated and configured. Once testing is complete, the hardware is packaged and shipped to arrive at each distribution center one week prior to installation to ensure that we meet project deadlines.

### Installation Services

According to a predetermined schedule, Bailiwick's Project Manager deploys an installation team including a CCIE engineer and two to four experienced network engineers to replace all of the network equipment at each site. Because each distribution center must remain in operation, we plan ahead and work fast to meet the project's short timelines. Technicians must complete the

equipment cutover activities – installing the new Cisco 2821 router, Cisco 6509 network switches and the wireless controllers in the MDF, as well as installing the new Cisco 3750 network switches in all of the IDFs – during a three-to-four hour planned outage period every night. Our customized delivery and field plan supplies dedicated project teams that are able to complete the work at multiple locations. This reliable supply of highly skilled labor services available across the U.S. is critical to the success of this project.

### Summary

Bailiwick's ability to customize staging and delivery, as well as complete work on time and according to specification for this project is a valuable tool that reinforces our reputation for excellent and flexible deployment services. Our experienced project teams provide consistent performance and results at each distribution center. The client also benefits from the convenience of our warehouse facility, which offers highly organized and reliable staging, consolidation, and shipping activities.

### Customer Contacts

If you have questions about specific projects, please call us at **1.800.935.8840** for more information. We'll be happy to provide you with references and more details.

**IT IS OUR BAILIWICK.** By definition, the term bailiwick refers to an area of expertise or knowledge. No wonder, then, that we are a company of knowledgeable, genuine, agile people who apply their experience and expertise in IT services to create value for leading corporations nationwide.