

Craft and Hobbies Retailer

Customer Business Requirement

This leading craft and hobbies retailer – and long time Bailiwick customer – frequently asks us to come in and update the technology in existing stores. That was the case with this project where we updated the checkout lanes and cutting counters with IT upgrades at 30 stores. This refresh effort began in 2007 and required our customer to coordinate the activities of a number of outside vendors in order to complete communications and electrical cabling, as well as equipment installation.

Before choosing Bailiwick as their IT partner, the customer struggled through the first year of their attempt to update store technology. The main problem? Unreliable electrical subcontractors who couldn't stick to a schedule. Their frequent no-shows caused project delays and increased direct and indirect costs. Other tradespeople were forced to postpone their work or make return visits which also increased costs. Naturally, the pattern of higher costs and disrupted timetables caused extreme frustration for our customer.

Faced with an IT plan that included a number of annual technology refreshes at stores around the country, this retailer reached out to Bailiwick in search of a reliable, experienced IT partner who could provide:

- Experienced Project Teams capable of collaborating with and monitoring the work of general contractors and subcontractors.

- A comprehensive solution that included communications cabling, as well as installing equipment and electrical service.
- The experience to manage the fluid schedules that often accompany new construction and remodeling projects.
- Lower costs per project



PROJECT OVERVIEW

Industry:

Retail

Project:

Technology updates at existing stores

Timeframe:

Nine months

Size:

Average of 30 sites per year

Length of Relationship:

Since 2002

BAILIWICK

Craft and Hobbies Retailer

The Bailiwick Difference

Today, this customer can get a project done with one phone call. In fact, Bailiwick has done hundreds of installations at their stores. We know their business and the technology requirements of their business almost as well as they do. We can move immediately to source, prepare and install updated cabling, electrical service and equipment in their existing stores. In essence, we provide a complete turnkey solution, from installing equipment to handling various utilities. We've shown our customer that we can get the job done in one site visit almost every time.

Project Services Overview

Project Management

Because of our long-term relationship with this customer, we're able to respond to work orders quickly with a small, dedicated team that operates with maximum efficiency, maintains a high standard of performance and gets the job done on time. Here are a few of the significant benefits this client enjoys:

- We shave dollars off the cost of each project because we deploy technicians with the right skills where they're needed, when they're needed. And our Project Managers provide tech support from Bailiwick headquarters to coordinate all installation activities.
- We stick to our budgets. That includes quickly resolving on-site issues so that installations are almost always completed during our first visit.
- We maintain a high level of flexibility. When the scope or scheduling of a project changes,



Bailiwick installs and tests thousands of POS terminals every year.

we adjust. If it affects the cost of a project, our customer knows almost immediately thanks to our transparent operating process and can approve any changes on the fly.

All of these add up to a level of trust between Bailiwick and our customer that encourages maximum efficiency and success in every project we undertake.

Cable and Device Installation Services

Installations updating technology are remotely supervised by our Project Managers and done at night to minimize disruption to a store's business. Wherever possible Bailiwick technicians install low and high voltage cabling, an added value for this customer and a major time- and money-saving practice that enables faster more seamless work at each site.



Our equipment installations are always done according to the most exacting specs. Testing at Bailiwick and on-site ensures that equipment works the first time, every time.

At every location, Bailiwick technicians are responsible for:

- Decommissioning the existing low voltage cabling
- Removing five registers and four phones from existing locations
- Installing new communications cabling for five registers and four phones
- Installing all devices in their new locations and testing each device to ensure that the new device and cabling work properly

In addition, during every technology refresh project our techs work closely with other trades on site to coordinate our work with theirs for maximum efficiency and economy.

Summary

The benefits of a long-term relationship with a customer become very clear when you look at projects such as this. Bailiwick functions, in effect, as an extension of this customer's internal resources. Our familiarity with their store layouts enables us to quickly and efficiently perform the most complicated technology upgrades in short order. Our customer appreciates the benefits of working with us, from the reduced stress of coordinating the right resources on site to the confidence of knowing that we'll do the job right the first time. Because of our success in handling the 2008 technology refresh projects, the customer has decided to award all future refresh projects exclusively to Bailiwick.

Customer Contacts

If you have questions about specific projects, please call us at [1.800.935.8840](tel:18009358840) 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.