

## Salon Technology Project

### Customer Business Requirement

Our client wanted to upgrade point-of-sale systems at its 850 salons in order to achieve several objectives:

- Improve management of client data
- Streamline appointment booking
- Make sales transactions more efficient
- Enhance inventory controls

Having greater access to real-time information and new data processing features would help the salons raise their level of customer service and add value to every customer transaction. To achieve this ambitious goal, the client needed an IT upgrade that included project management, configuring equipment, running communications cable and installing equipment at approximately 850 salons across the United States. No wonder they sought an IT partner with the heavy experience and resources to organize and roll out an immediately workable solution.

### The Bailiwick Difference

This client chose Bailiwick because we promised to coordinate the staging and installation of all IT upgrades without disrupting the day-to-day business of the salons. And that's what we did. To help that happen on time and with consistent results, we brought in experienced project managers and used our large warehouse to deliver multiple services to our client, including tracking and coordination of project materials and equipment. We also tapped our national pool of skilled labor resources. And finally, our flexibility enabled us to work around the needs of the client's various locations – a huge bonus to the client.

### Project Services Overview

#### Project Management

Bailiwick assigned a Project Manager whose task was to coordinate equipment preparation and delivery, field services labor and document progress for the project. The Project Manager provided our client with a single point of contact throughout the rollout and took responsibility for funneling accurate and timely project data to the client's primary contact. That information included:

- Installation instructions
- Schedules
- Change order management
- Status reports
- Project escalation procedures
- Monthly invoices



### PROJECT OVERVIEW

**Industry:**  
**Hair salon**

**Project:**  
**POS upgrade**

**Size:**  
**850 Salons**

### Staging and Configuration Services

The convenience of Bailiwick's on site warehouse provided a timely and cost efficient solution for our client. Our client shipped 930 complete systems (a combination of new and used CPUs) to our facility according to a schedule that was worked out in advance. Once we received the inventory, our configuration engineers organized and tested the equipment to meet our client's specifications. When the equipment was ready for shipping, our Project Manager and configuration engineers worked together to ensure that all equipment related to the project was received at each location two to four days ahead of the scheduled installation date.

### Installation Event #1: Communications Cabling Services, DSL Router, Modem, and Training System Setup

Bailiwick installed one Cat5e UTP cable from the front counter to the back office. The data station cable was installed in compliance with the ANSI/TIA/EIA 568-B standard and all applicable local and national codes and supported directly by structural steel. Cabling and installation were completed during one visit. The arrival of our technician coincided with the salon receiving DSL service and enabled us to set up a training POS in the back office. Since this activity occurred during normal business hours, our client relied heavily on our professional and prompt service to ensure that business at each salon wouldn't be disrupted.

### Installation Event #2: POS Services

Bailiwick deployed local skilled technicians to install POS stations. To make sure that our installations remained consistent across widely dispersed locations in multiple states, Bailiwick provided carefully written procedures to our technicians. Furthermore, we operated "first call" technical support for our on site technicians to minimize the number of calls directed to our client's support staff during the installation process. We made one final visit to each location to install the POS equipment in the front of the salon. Because down time during regular hours was out of the question, installations were scheduled and completed before salons opened for business.

### Summary

Bailiwick's ability to configure devices ahead of time and coordinate installation and project management services across the country provided our client with a complete turnkey solution. Our experienced project teams in concert with our network of knowledgeable technicians delivered reliable and first-rate deployment services from project kick-off to completion.

### Customer Contacts

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