

General Merchandiser Remodel Rollout Project

Customer Business Requirement

Every fiscal year, this general merchandise company completes a number of store remodeling projects divided into various categories. They range from basic interior remodeling to total expansions of the store's footprint. No matter what its size, each project starts with a survey of existing infrastructure and design of an updated solution. Accomplishing the work requires a project management partner with experience in deploying a variety of technologies and access to reliable technicians in every part of the country.

The Bailiwick Difference

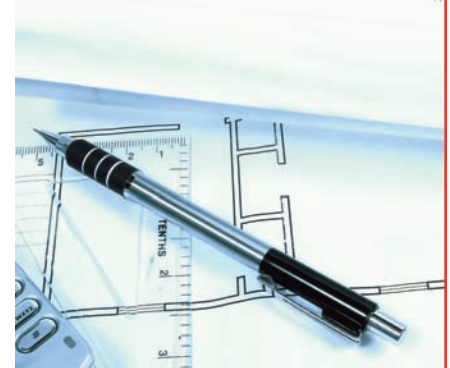
Bailiwick's Project Management capability provides this client with a consistent, effective and timely way to implement changes on every remodeling project. That's why we've been a preferred vendor of this client for seven years.

Our extensive network of highly qualified local physical layer technicians makes us the best choice to deliver cabling services at multiple locations. And our Program Manager serves as a single point of contact for managing and reporting on all the projects in progress.

Project Services Overview

Project Management

To date, Bailiwick has managed around 142 technology upgrades for this client. Our commitment of time and resources ranges from three to 10 months per project.



PROJECT OVERVIEW

Industry:
Retail – General Merchandise

Project:
Store Remodel Program

Timeframe:
Three years to present. Ongoing

Size:
142 locations nationwide

Bailiwick uses a two-tiered management system that addresses strategic and tactical concerns.

The *Program Manager* is responsible for providing high-level oversight of all client remodeling projects, including:

- Reporting
- Status checks
- Facilitating internal and external meetings
- Managing changes
- Tracking process development and managing vendors.
- Coordinating all on-site activities with

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various outside suppliers such as the general contractor, the fixtures, PBX and flooring vendors, electricians, construction contacts and store management.

The Project Manager operates on-site and coordinates all on-site activities with various outside suppliers such as the general contractor, the fixtures, PBX and flooring vendors, electricians, construction contacts and store management

Site Survey

We conduct a site survey for each location to identify all WAN and LAN devices, all LAN connections, wireless voice and data environments, as well as paging and security systems. Our Project Manager also provides a thorough analysis of the MDF and IDF closets with each survey and then recommends how to realign the closets to the new standard layout. In addition, we document in great detail the PBX setup, complete with a comprehensive trunk inventory, demarcation information and paging system layout.

Cable Infrastructure Design and Installation

Bailiwick Project Managers, in conjunction with our engineering staff, use the information collected during the site survey to design the new cable infrastructure layout. This design details specifications such as the timeframes for removing old cable, installing a temporary cable setup and planning the cutover for migrating the

store from the old to the new system. Our Project Managers coordinate the required tasks, time-frames and resources needed to pull, terminate and test all new cable locations. We often arrange temporary cabling installations to accommodate the progress of construction throughout the store.

Control Room Cutover

The client requires Bailiwick to provide skilled technicians who can manage the control room cutover for the various remodeling projects. We agreed to train and dispatch a “special response” team of technicians who travel across the nation to various stores during the remodeling process and perform the sensitive control room cutovers. This critical task calls for technicians to coordinate the cutover at each store with store management, the client support organization and the client’s network services organization in order to accomplish a very detailed and time-sensitive set of tasks.

Summary

This client has retained us to handle store remodeling and other national rollout projects for four consecutive years and continues to express a great deal of satisfaction with all of our services.

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.