

Leading Home Improvement Superstore Outdoor Data and Electrical Installation

Customer Business Requirement

This leading home improvement retailer decided to automate the method they use to sell and recycle propane cylinders. Developed by a third party, state-of-the-art “self checkout” kiosks allow customers to purchase full propane canisters or return empty units for credit. The kiosk was set up outdoors for high visibility and to allow customers 24-hour access. But the outside location created several challenges for the client’s IT group. As a result, they sought an IT partner who could respond to the unique needs of the circumstances, as well as fluid timelines and an ever-changing project scope. The project was assigned a high profile as a demonstration of the client’s ongoing store upgrades.



PROJECT OVERVIEW

Industry:
Home Improvement

Project:
Propane Kiosk

Timeframe:
11 months

Size:
760+ stores

The Bailiwick Difference

Bailiwick has been a valued IT project manager for this client for a number of years. Our proven success with high profile, mission-critical projects made us a logical choice to tackle this project. It also assured the client that we could manage the electrical component, as well as install the voice cabling. Working with the kiosk developer, we provided the client with a fully managed solution that encompassed every aspect of this project.

Project Services Overview

We combined our nationwide network of qualified electricians with our expert technical field resources to accomplish this project. The electricians performed high voltage services at each store that included:

- Installing dedicated circuits
- Drilling through walls to run conduit
- Bending and installing conduit
- Mounting weatherproof outlet covers
- Testing electrical service

Our data technicians, meanwhile, installed CAT5e data runs to each kiosk from the appropriate IDF, installed separate vertical data conduit and expanded switch port capacity where necessary.

Overview

Our Project Managers are trained in managing not only the technical requirements of a project but the people – across a wide range of skills, geographies and internal and external groups – who come together to accomplish a job. We’ve worked with dozens of technologies in data and

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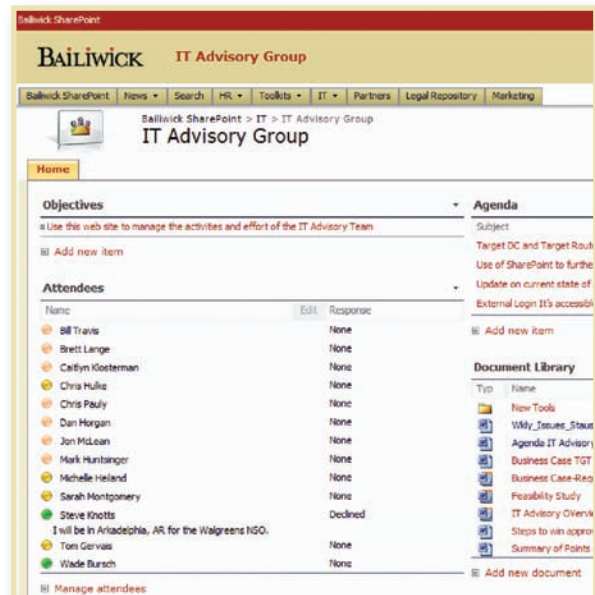
electrical services which give us a distinct edge when it comes to getting a client's project deployed on time and on budget.

Project Management

Our project managers worked closely with the client's project team to develop a rollout schedule. In order to minimize the disruption of day-to-day business activity, we scheduled our work for after hours. The evening schedule allowed us to bring lifts and other equipment onto the sales floor without compromising the safety of customers or interfering with store activities.

We conducted surveys ahead of time to determine the best location for kiosks, keeping in mind the high value of the "real estate" at the front of the store, as well as making the kiosks easily accessible for the convenience of customers. Components that were key to the success of this project included:

- Managing the store blueprints with power locations and IDFs
- Using SharePoint, Bailiwick's online collaboration tool, to provide timely status updates and document progress
- Adjusting schedules for field resources to meet the changing rollout schedule
- Coordinating weekly meetings with the client and third party vendors
- Troubleshooting help for on-site technicians



SharePoint, our online collaboration tool, enables seamless information sharing, real-time data review and up-to-the-minute status checks.

Summary

As a result of this project, our client expanded their retail presence at each location and increased their sales of propane. They're very satisfied with the outcome of this project and have partnered with Bailiwick to deploy this solution to the rest of their stores across the country.

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.