

Industry: Large Retail Company

Location: Illinois, Indiana, Ohio and Iowa

Number of locations : 40

Number of employees: 400+

Challenges:

20+ year old, custom built, Linux based POS program

Using Google hosted emails with no shared calendar

Migration from this system to a system that is based on industry standards

Rebuilding the entire infrastructure to support the new system, including communications.

Training all the employees on the new equipment and software

Rolling this out in less than 6 months

Solution:

Build a Private Cloud based system to host all of the office applications and file storage

Work with the third party POS software vendor to ensure stability and redundancy

Reconfigure and make major improvements on communication infrastructure for maximum uptime

Gave the client Microsofts Office cloud solution, with Exchange, shared calendars and Hosted Outlook.

Created training and training videos for all employees to effectively communicate changes and set expectations

Managed project to be on budget and ahead of schedule, giving client much needed extra time to transition data from legacy system to the new POS system.

Created system standards and SOP (standard operating procedures) to minimize the confusion that can happen during a transition of this size

Engaged our world class help desk system for the client to allow them to easily and effectively report issues that came up during and after the rollout. This gave the client the power to dashboard or trend the issues that arose to identify whether it was a system, process or training issue

We are happy to say that the system was transitioned in December of 2011 and the client is very happy with the entire new system. They have expressed to us how the new system has made them more efficient, communication has improved and allows the company to be scalable to a level that the old system was unable to deliver.

The client is also very impressed with our "service after the sale" and enjoys our friendly technicians that are always happy to help. They enjoy the many ways they can enter a ticket when dealing with an issue; email, helpdesk portal and of course the good old fashioned phone call.