

## National Home Improvement Retailer Store Modernization/ Remodel

### Project Overview:

Customer Industry: Home Improvement Retailer  
Project Name: Store Modernization Project  
Project Timeframe: Two Years  
Project Size: 37 selected stores

### Customer Business Requirement:

Due to increased competitive pressure this chain decided to significantly update the interior and exterior of their stores. The store modernization project was rolled out to stores that have been identified as at risk to increased competition.

### Bailiwick Differentiator:

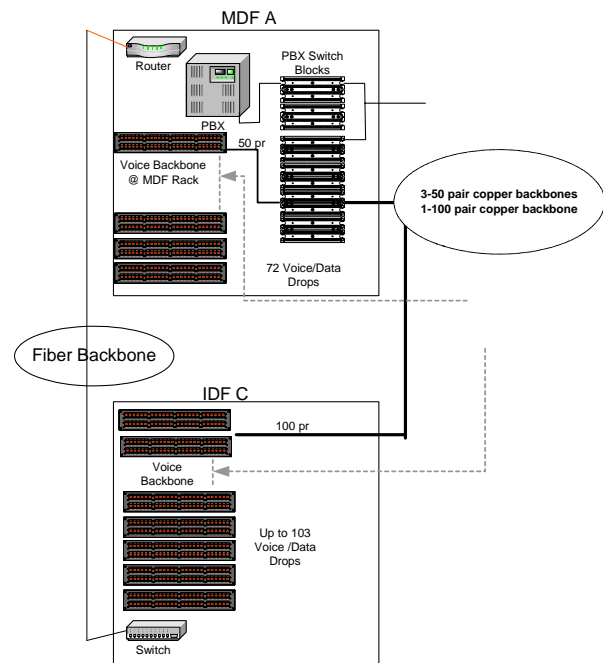
Bailiwick's flexibility and communicative management style was necessary for working with varied field resources. Our project managers worked in tight collaboration with numerous stake holders within the client organization. Bailiwick worked within the client's strict schedule and adhered to a highly detailed SLA for minimal store disruption.

### Project Services Overview:

#### **Backbone Cabling Services**

Bailiwick installed and terminated one (1) 6-strand fiber optic cable to each of the 3 IDF locations within the store. In addition to a new fiber backbone, each IDF location received 3 OOB (Out of Band) cables as well as a 100 pair copper voice backbone cable. Bailiwick's engineering team designed a voice backbone cable solution that connected all IDF's to the existing PBX system and allowed for a seamless and efficient migration to the planned VoIP implementation.

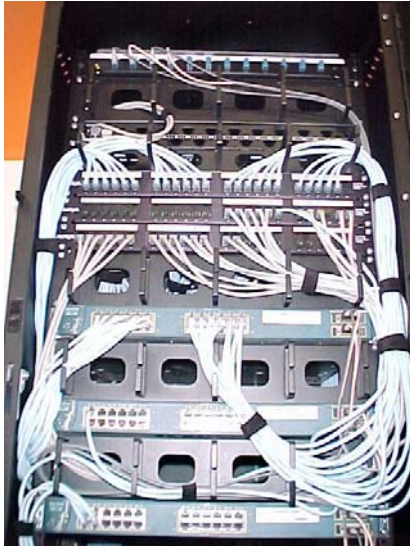
### Backbone Cabling Schematic



#### **IDF Installation Services**

Bailiwick installed new 4' IDF cabinets at each of the 3-4 IDF locations. Bailiwick technicians migrated all devices and physical layer connections from the old 3' IDF cabinet to the new cabinet as departments were remodeled per the construction phasing plan. Each IDF cabinet contains (2-4) 24 port patch panels, (1) fiber panel, (2-4) 24 port switches, rack mounted surge protector, and wire management.

Sample IDF Cabinet:



## Station Cabling Services

Bailiwick utilized local technicians to complete each store remodel, which required the removal of approximately 200 network cables and the installation of a new Cat5 cabling infrastructure. The new cable system supports both data and voice applications and is certified as Systemax compliant.

## Installation Services

Bailiwick technicians installed and tested all equipment necessary for each store remodel. Device installations were required for each temporary departmental move as well as the installation in the final remodeled area. Device installation activities included the POS systems, telephones, workstations, WAN equipment, LAN equipment, wireless access points, printers, and handheld scanners. Bailiwick also provided first call technical support for all field resources.

## Project Management Services

- Scheduling of resources for onsite work with customer and other trades in accordance with general contractor's work plan.
- Escalation point for any issues discovered before, during, or after the installation.
- Detailed installation manual was developed for completing the project at each specific location.
- Professional management of cabling installation activities to ensure all installed cable plant conformed to customer, industry, and manufacturer standards as well as to local and national codes
- Management of all device installation services to insure all devices were placed in the proper location and were tested for full functionality.
- Service Level Agreement management to guarantee store functionality at all times.
- Status reporting which included, at minimum, weekly meetings via conference call and a weekly written status report.
- Store specific documentation package to as-built documentation, site acceptance documentation, and test results.

