

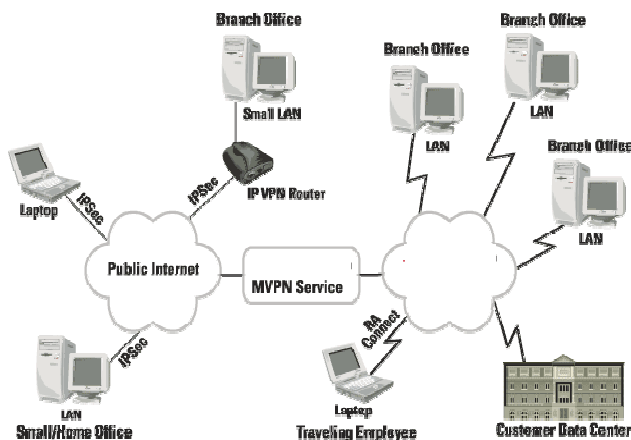
Craft and Hobbies Retailer Frame Relay Rollout Project

Project Overview:

Customer Industry: Retail / Crafts & Hobbies
Project Name: Frame Relay Rollout
Project Rollout Timeframe: Four Months
Project Size: 875 Locations

Customer Business Requirement:

As a growing retail organization in the Craft and Hobby Marketplace, the customer is consistently upgrading their technical equipment. For this upgrade, the business required an increase in the available bandwidth between their stores and corporate headquarters. The new circuits required the installation of Cisco Frame Relay equipment including new store routers, new switches and a demarcation extension at over 800 locations. Stores are located in shopping centers across the United States.



Bailiwick Differentiator:

Bailiwick's Professional Services Group provided the client with superior management of all tasks, resources, and timeframes throughout the duration of the project. Bailiwick offered the client a unique services approach, centered on the use of dedicated equipment installation teams that traveled the country and worked in conjunction with local cabling resources. This labor solution enabled Bailiwick to deliver consistent, efficient and cost effective equipment installation services as well as locally supported cable infrastructure at all 875 locations.

Project Services Overview:

Site Coordination

Bailiwick provided site coordination services to each store location involved with the project. These services included the preparation and shipment of store-specific materials and documentation to each site. In addition to these services, the Bailiwick Project Management Team also provided post installation support and re-visit coordination at each store to ensure that all physical layer connections and network devices were fully functional.

Configuration Services

Bailiwick provided a complete product configuration solution for this project. This service included product receipt, product warehousing, product tracking, equipment configuration at our Configuration Center in Eden Prairie, MN, as well as packing and

shipping all required cabling materials, Cisco routers and CNET switches.

Cabling

Bailiwick coordinated all resources and tasks to fully extend the point of demarcation from the mall closet all the way to the customer's location inside the store. Every cable was documented and tested to the most recent industry standards.

Installation Services

Bailiwick utilized dedicated teams of technicians to install one Cisco 1700 router and one Cnet switch into each of the affected customer locations. Bailiwick's installation service included complete testing of the new switch and router with the customer's network support organization.

Customer Contacts:

If you have a question about a specific project, please call Bailiwick for more information. We will be happy to provide you with references and more details.

Bailiwick Data Systems 1-800-935-8840

I.T. IS OUR BAILIWICK. BY DEFINITION THE TERM BAILIWICK REFERS TO AN AREA OF EXPERTISE OR KNOWLEDGE. AS OUR NAMESAKE, BAILIWICK REPRESENTS A COMPANY OF KNOWLEDGEABLE, GENUINE, AGILE PEOPLE WHO USE THEIR EXPERIENCE AND EXPERTISE IN I.T. DEPLOYMENT SERVICES TO CREATE VALUE FOR LEADING CORPORATIONS NATIONWIDE.