

National Discount Retailer Pin Pad Holder Replacement Project

Customer Business Requirement

Bailiwick was recently awarded a PCI compliancy project with a major discount retailer. The client requested an IT partner who could deliver integration services that included consolidating product and installing locking pin pad holders at 2,160 sites nationwide in just two months. Because stores would be open for business during the installation process, this client sought an IT partner who could accomplish the job in a way that was professional, flexible and organized. We provided a comprehensive program of logistical tracking and equipment coordination, including cabling materials and labor resources.

The Bailiwick Difference

This client chose Bailiwick because we specialize in managing deployment services that require quick response and rapid turnaround. We recommended a process designed to provide prompt, coordinated and efficient installation with minimal disruption to normal business activities of the more than 2,000 stores affected. Thanks to our national reach, we were able to put highly skilled technicians into each store to complete the work on schedule. In addition, Bailiwick's project management team took advantage of our onsite warehouse facility to consolidate equipment activities in order to meet the aggressive timelines for this project. This is typical of the resourceful approach we use to meet the exacting needs of our clients.

Project Management

Bailiwick assigned a lead project management team to manage and coordinate everything – tasks, logistics, resources and schedules – necessary to implement the Pin Pad Replacement Project on time and on budget. As usual, our approach to managing a project such as this employs processes that yield consistent performance and supportable results during and after the project. In fact, Bailiwick's project management teams have experience in deploying a wide variety of IT solutions in thousands of retail environments nationwide. Prior to any project kick off, our clients receive a list containing the phone numbers and email addresses of team members working on the job, which ensures rapid, reliable information flow.



PROJECT OVERVIEW

Industry:

Discount retail

Project:

Pin pad replacement

Timeframe:

Two months

Size:

2,160 stores

Project managers are responsible for providing accurate and timely data to the client's primary contact as the project progresses, including:

- Installation instructions
- Schedules
- Status reports
- Change order management
- Escalation procedures
- Sign-off documentation

A key component to the success of any project is our teamwork and collaboration tool, Sharepoint. A web-based portal, Sharepoint answers our clients' need for accurate, real-time data that can be made available to key people on their side. Sharepoint allows Bailiwick to communicate across organizational levels and boundaries, centralize project data and connect with team members inside and outside our organization.

Consolidation and Asset Management Services

Bailiwick team leaders worked with our client to develop a shipping schedule that took into account multiple ship dates of the required product to the Bailiwick warehouse. Bailiwick followed its usual practice of "just in time" shipping to coordinate with scheduled installation dates. And we engaged a team to carefully track all freight shipments to and from our warehouse to ensure prompt service and delivery to meet project deadlines.

Equipment Installation Services

Bailiwick deployed dedicated and skilled technicians to complete equipment installations at all 2,160 stores. In this case, one technician performed the installation during a single two-hour period at each location. Technicians followed a formal daily schedule, but were given the flexibility to work ahead with approval from the store manager. Every store manager signed off on the work once it was done and digital pictures along with signed documents were posted on Sharepoint for our client's review.

Summary

This project demonstrates how Bailiwick's flexible solutions work for clients with the biggest challenges. Our project managers provide exceptional service to our clients even in the face of the most intense deadlines. And Sharepoint gives us a reliable, user-friendly tool that we can use to keep our clients engaged with and informed about our progress from kickoff through project completion.

Customer Contacts

If you have questions about specific projects, please call us at [1.800.935.8840](tel: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.