

Restaurant/Hospitality Industry

Customer Business Requirement

Bailiwick was recently awarded a VoIP System installation project with a major hospitality retailer. This client requested an IT partner who could oversee project management, materials procurement, equipment installation and communications cabling services at approximately 1,200 locations during three continual phases spanning ten months. They needed an IT partner who could deliver multiple deployment services based on a high level of professionalism, flexibility and technical knowledge and experience.

The Bailiwick Difference

This client chose Bailiwick because we specialize in managing multiple deployment services that employ project teams, knowledgeable field technicians and a flexible approach without compromising quality, consistency and client satisfaction. Because this was an ongoing project, our teams focused on frequent communication and quick response to the needs of our client. Plus, our warehouse facility provided a central location to manage all freight shipments and enabled prompt service and delivery to meet project deadlines.

Project Services Overview

Project Management

Bailiwick assigned a project team to manage and coordinate all of the project's tasks, logistics, resources and schedules, and we combined our nationwide network of skilled technicians with our experienced project teams to complete work on time and on budget. Bailiwick's Project Manager (PM) was responsible for providing the following to our client contact:

- Installation instructions
- Project escalation procedures
- Vendor partner schedule/reschedules
- Change order management
- Project deliverables
- Monthly invoicing

The scope of this project changed almost daily which required an extra measure of flexibility and resourcefulness. Bailiwick's PM handled first call technical support and other issues in order to



PROJECT OVERVIEW

Industry:

Restaurant/Hospitality

Project:

**VoIP System
Installation**

Timeframe:

Ten months

Size:

1,200 locations

minimize the number of calls directed to our client's help desk. In addition, our PM also conducted on-site training of our field resources to ensure consistent and timely installations with each new phase.

A key component in the success of projects such as this is our teamwork and collaboration tool, SharePoint. This web-based portal allows Bailiwick to communicate across organizational levels and boundaries, centralize real-time project data (and things like signing off on approval forms, etc.) and connect with team members inside and outside our organization.

Site Survey

Bailiwick conducted a site survey at each site to identify the location of existing equipment, potential placement options for the VoIP cabinet and overall layout of the store. Our technicians followed a detailed site survey process that included written descriptions and digital photos. Once the survey was complete, our project team posted the data on SharePoint for our client's review.

Equipment Installation

Bailiwick deployed experienced field technicians to complete the VoIP installations. Teams consisted of two technicians who completed the installation during a single visit to each store. Because store downtime was out of the question, our work had to be conducted in a way to ensure minimal disruption to the normal course of business.

Bailiwick performed the following equipment installations:

- Qty. 1 Cisco 2811 Router
- Qty. 1 Cisco 2950 Switch
- Qty. 6 Cisco 7904 Co/IP Handsets
- Qty. 1 Cabinet

Low Voltage Cabling

Horizontal cabling services included furnishing and installing Cat5e cables to each of seven to nine work area outlets. Technicians cabled work area outlets consisting of six to eight voice cables installed from the MDF cabinet to each location. They also terminated the installed cables with Cat5e jacks at the work area outlets in a T568B wiring pattern and placed them in the appropriate surface mount box housing. The circuit demarcation extension cabling services included furnishing and installing Cat5e cables from the RJ-21x to the MDF cabinet. Photographs of the completed work were posted to SharePoint for all to review.

Summary

Bailiwick's ability to offer first-call technical support and on-site training helped to ensure consistent, reliable installations. Our flexible and resourceful solutions made it possible for our company to meet the exacting needs of our client.

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.