

Home Improvement Category

Customer Business Requirement

As part of an ongoing initiative to improve the customer experience at all of their stores, this Bailiwick customer enlisted us to replace dated self-checkout (SCO) equipment with the most recent technology. We were asked to widen lanes at the checkout area, provide data and electrical services for the Remote Attendant Platform (RAP) and convert the RAP from a single to a double layout. Finally, as part of this project we needed to coordinate our on-site work with that of the contractor (NCR). All meetings and work occurred after store hours.

This project represents a continuation of our customer's initiative to update the technology equipment at all of the SCO lanes and RAP stands in every one of their stores throughout the U.S.

The Bailiwick Difference

We've performed similar work for this customer on previous occasions with very positive results. For this most recent phase, Bailiwick was awarded work at 98 out of 100 stores. Shortly after we started work on

this project, the customer expressed dissatisfaction with the work being done by another IT company at the other two stores. As a result, they asked Bailiwick to come in and complete installations in all 100 stores and added two additional stores to our project list.

The key difference for this customer was our comprehensive solution that featured:

- A project management team very familiar with the customer's retail environment, as well as their standards and expectations

- Experience working with the uncertain schedules that accompany remodeling projects
- Experience collaborating with the customer's OEM partner, NCR
- A one-stop solution that included communications cabling, plus electrical and equipment installation services
- Nationwide coverage

This customer often cites our efficient procedures, creative and flexible pricing and willingness to adapt to and deal with on-site variables as key reasons why they keep coming back to us for this work.



PROJECT OVERVIEW

Industry:

Retail

Project:

**Replacement/
Upgrade technology
in self-checkout
lanes**

Timeframe:

Four months

Size:

102 sites

Length of Relationship:

Since 2003

Project Services Overview

Project Preparation

Our participation in this project began with a series of kick-off meetings facilitated by our Project Manager at the customer's headquarters. This critical step allowed us to meet the various stakeholders who were responsible for these projects. We also planned how we would work with other important IT partners on site at each store and documented various processes – installation, escalation and communication, among others – to ensure a “one touch” outcome as often as possible.

Site Survey and Planning

Bailiwick performed site surveys in order to provide our customer and NCR, the other project partner, with site-specific requirements, an essential part of creating and managing to a strict timetable that would help us complete our work in a single visit as often as possible. Following the surveys, we sent our customer a detailed scope of work plan and very specific cost estimates based on the insights that we gained from our surveys. We also applied this intelligence to our installation forms for each site so that our installation teams knew the exact what, where and how of the work they would be doing. Finally, the Bailiwick CAD engineer created an “as built” drawing to ensure a by-the-numbers installation of new RAP AND SCO stations.

Installation

Before we could install new SCO fixtures and equipment, Bailiwick was charged with removing data and electrical service to existing SCO equipment and RAP stands. Our teams also assisted in removing existing SCO fixtures and RAP stands in order to widen checkout lanes. After NCR technicians installed the new SCO

lanes and RAP, Bailiwick technicians finished the final drop and termination of both the data and electrical services.

It was critically important for the various IT partners to coordinate their activities in order to help each other, as well as stay out of each other's way. So Bailiwick teams worked closely with NCR teams to ensure that we finished all of our work within the allotted timeframes, which allowed the NCR techs to set their equipment in place. And since all installation work was done after hours, Bailiwick closely managed the process and tested all new equipment to ensure that it operated as expected when the store opened the next morning. Our familiarity with the setup of utilities and equipment in our customer's stores enabled us to accomplish our part of the project in a single visit, a key factor in completing these projects on time and on budget.

Equipment

At every location, Bailiwick managed the following installation activities:

- Remove old power poles at each SCO lane
- Install new power poles as required
- Disconnect and cap power at closest junction box
- Remove and dispose of existing RAP stand
- Reconnect existing power in the new SCO fixture and RAP stand
- Install new power circuits and communications cabling in the SCO fixtures as required by site survey findings
- Remove back pneumatic cash tubes as required
- Install new pancake molding between SCO lane fixtures

- Install fixtures
- Energize breakers feeding the SCO lanes and test under load
- Test all communications cabling and ensure labeling was correct on station cabling, as well as the IDF patch panels
- Label all circuits and SCO breaker panel schedule with the correct circuit IDs

SharePoint

Bailiwick's internal team used SharePoint, our online collaboration tool, as a communications hub for exchanging survey data and tracking progress at various sites. In addition, our customer requested that we team up with other IT partners on the job to collaborate on all deliverables and status checks using the customer's project management tool. We immediately agreed. That enabled the customer to have a one-stop source for all of the project information. These are the deliverables we managed using SharePoint and the customer's tracking tool:

- Site survey results
- Digital pictures
- CAD "as built" drawings
- Cable test results
- Sign-off documents for installations

Summary

This project showcased our strengths on several fronts. First, because of our experience in handling high and low voltage cabling, we could provide our customer with accurate cost estimates and meet them. Second, our experience in their retail environment and the process efficiencies we created at the beginning of the project enabled us to come in on time and well within their budget boundaries. Finally, our teams and project managers worked seamlessly with NCR and our customer to coordinate and complete site work with no disruptions to the customer's business, despite changes and unexpected variations in make-ready at some sites. Our customer expressed satisfaction with our quality of planning and how we completed the project, telling us that this was the best run and most successful project they had ever experienced during their 10 years at the company. Thanks to our success with this project, Bailiwick is assured of future work on similar projects as the customer pushes to complete work at the rest of their stores.

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.