

Teamwork and Trust Lead to Seamless Point of Sale Upgrade

Dunn-Edwards Paints® began as a small, family-owned business that has grown to become one of the country's leading manufacturers and distributors of paints and painting supplies throughout the Southwest. To accommodate future growth, the company needed to upgrade its POS systems across 33 locations with 66 registers. The project would result in faster payment processing, more efficient business processes, better integration between systems, and improved security. DecisionPoint provided on-site technicians and dedicated project management to ensure a smooth and efficient upgrade process.

"DecisionPoint assisted us with a complex point of sale implementation for our 158 stores. We needed precision to successfully complete the rollout on a 12-week schedule with no impact to our retail operations. DecisionPoint built a schedule with us for the stores they were responsible for, managed their technicians, and kept our leadership informed as stores completed. We appreciate their great support and look forward to leveraging them on future initiatives."

- Rich Stefani, CIO and GVP of Technology, Dunn-Edwards Corp.



The Project

- 66 POS Registers
- 33 Locations
- 39 Calendar Days

The Solution

- On-Site Dedicated Technicians
- Dedicated Project Management

The Result

- On Time
- On Budget
- No Call Backs

Executing POS System Upgrades On a Tight Schedule Required Careful Planning

Successful upgrades depended upon extensive time and IT coordination to install. At the same time, these upgrades needed to be conducted during business hours; however the stores had to continue to conduct business. That meant they could not be without POS registers, so the work needed to be performed one register at a time.



DecisionPoint's Streamlined Communication Eliminated Extra Calls and Sped Up Project Completion

A single point of contact (SPOC) from each company streamlined communication, leading to efficient issue resolution. One-to-one engagement, enhanced project understanding, minimized downtime, and optimized technician scheduling. DecisionPoint supplied three dedicated technicians, strategically selected based on geography and skill set. Technicians were trained simultaneously, leading to independent operation. Their insights optimized the installation process, eliminating the need for continued support, reducing installation times, and eliminating the need for a second site visit.

"The dedicated Dunn-Edwards single point of contact was crucial for the DecisionPoint technicians in the field and for the DecisionPoint Project Manager. The unwavering support they executed throughout this project was invaluable to the success of this project."

– Jeanette Earl, Program Executive

Mutual Trust Facilitated Faster Execution

DecisionPoint technicians quickly established a smooth workflow and became a trusted service provider. This relationship allowed them to swiftly access required files, reducing overall project timelines and increasing operational agility. As a result, the Dunn-Edwards project met its goals, upgrading 28 of 33 sites in one day.

The entire project was completed in 39 days, meeting all objectives without impacting in-store operations. The optimized installation process and mutual trust between teams contributed to the project's success.

DecisionPoint, Inc. is a provider of mobility-first enterprise solutions and IT services. We support mission-critical operations with the expertise you need to design and select IT hardware and software. We then integrate that with project management, governance, and deployment services to ensure IT projects come in on time and on budget. DecisionPoint also supports your team with managed services throughout the entire IT lifecycle, and when you need them, we help you secure extra resources via our IT staff augmentation services.