

Fashion Industry Leader Streamlined Inventory and Operations With Major POS Integration

A large fashion industry leader that designs, sources, manufactures, distributes, and markets women's, men's, and kids' apparel and accessories in key markets worldwide for multiple iconic brands needed to streamline inventory and operations. A major part of this initiative was to establish a single in-store network design and POS image configuration across seven (7) individual brands, bringing all of its brands under one POS platform, hardware platform, operating system, and payment processing vendor.

A Major Project Around the Holidays Requires Careful Planning For Retailers

As with any retailer, minimizing the impact on daily store operations is critical. At the same time, the holiday network freeze requires that all work be completed before the network freeze date. Any synchronization of networks and images can tax IT resources, but integrating seven disparate brands compounds the workload many fold. So, the teams laid out a timeline of installations to meet the requirements and arranged for additional technicians to be available in the required geographies.

Smooth Hardware Procurement and Project Coordination

DecisionPoint coordinated with the client's team to procure hardware deployment services related to their POS refresh project. Between warehouse and staging facilities located on both the East and West coasts, the fashion industry leader saved substantial

The Project

- 11,336 devices
- 30 different SKUs deployed
- 1,700 locations to kit
- 2 POS register types to provision

The Solution

- Equipment procurement
- Equipment storage
- Project management
- Equipment staging & kitting
- Hardware deployment
- Field Services
- eWasting all old hardware

The Result

- On-time project completion
- 1,618 locations completed
- Up to 321 locations completed in 1 week
- Up to 86 locations completed per day
- 30 different SKUs deployed

shipping costs as stores were shipped from the closest warehouse. Additionally, DecisionPoint handled the scheduling and dispatch of onsite technicians to provide onsite point-of-sale (POS) deployment services at those retail locations.

Working Together on a Tight Deadline

DecisionPoint's project team comprised a primary project manager as the single point of contact throughout the project and several project managers and coordinators to manage the day-to-day project activity. The project team created and maintained an encompassing project plan and schedule that coordinated installation dates, equipment deliveries, and required resources. The project team documented and reported on project status, arranged cadence calls, and managed communications between the client, DecisionPoint, and other third-party providers involved with the project.

Installation services were provided on weekday mornings, prior to store opening, 6:00 AM to 10:00 AM local time, Monday through Thursday. Depending on the number of registers per store, the installation sometimes required multiple

resources to execute the install within the "before store hours" timeframe.

Additionally, our two facilities could hold and process large quantities of equipment, allowing the client to purchase at a better volume discount and eliminate manufacturer equipment supply delays. All equipment was ready to deploy at the start of the project.

Thorough Preparation Resulted in Successful Project Completion

DecisionPoint's roster of qualified technicians across the US allowed for many installations to take place at many locations simultaneously. DecisionPoint's concentration on the retail market gave us the ability to staff these installations with experienced technicians rather than having to qualify, train and supervise new technicians to meet the demands of the schedule. As a result, the project was completed by the hard deadline.

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.