

A dark, blue-tinted background image showing a person's hands working on a laptop. The person is wearing a dark jacket and is focused on the screen. The image is slightly blurred, giving it a professional and busy feel.

DecisionPoint's Expertise and Project Management Delivers Big Win for Leading Retail Store

When a leading national retail store with over 700 stores contacted DecisionPoint for assistance with a wireless network refresh at all of its locations, the organization's existing hardware was approaching end of life. The stores were experiencing connectivity issues as a result of outdated, overburdened access points. Due to the urgency of this project, an accelerated timeline was needed for maximum benefit before the high season.

Bringing the Project Together, Despite Challenges

Network refresh projects of such a large, nationwide scale always present challenges, and gaining a true vision of scope can be particularly difficult. DecisionPoint needed to properly assess the organization's requirements to provide the latest and greatest technology within budget, coordinate with the organization's internal IT department, support changes in store layouts, and deal with supply chain challenges.

DecisionPoint consulted to provide the proper technology, which was provided by Extreme Networks. The BOM was built and all equipment was brought into our configuration center for PointCare Services, which included device configuration and a site specific BOM. Each store had a customized pallet built with pre-configured controllers and the right accessories to complete the store. Each pallet was shipped just in time for a technician to appear onsite and execute the installation, via the coordination of our Project Management team.

The Project

- Wireless network refresh for 700+ locations
- Predictive site surveys for each location
- Complete cabling, installation, and testing for all stores

The Solution

- Nationwide technician coverage
- Expert project management
- Depot Services for configuration of equipment
- Hardware from Extreme Networks

The Result

- Accelerated timeline from six months to three months
- Under budget
- Zero escalations



Despite the challenges, DecisionPoint successfully managed this project from start to finish. This involved conducting hundreds of wireless surveys, acquiring and installing new access points, laying thousands of miles of cabling, and coordinating over 1,000 field technicians to upgrade the retailer's network and connectivity.

On Time and Under Budget With DecisionPoint Services

Through an advantageous partnership with Extreme Networks, DecisionPoint was able to provide cost competitive, up-to-date hardware. Thousands of miles of cabling were installed in the retailer's locations nationwide, including buildings with ceiling heights of 12-30 feet. This required procurement and management of lifts in 502 of the 700+ stores completed. DecisionPoint's in-house skilled technicians consolidated the potential workforce needed for the project, streamlining efforts and contributing to more efficient completion.

DecisionPoint delivered under budget and ahead of schedule, accelerating the original timeline from six months to three months. There were no escalations within this project, and DecisionPoint proved itself as a premier partner available to provide hardware and project management for this type of work.

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.