

IT INFRASTRUCTURE SERVICES

- Hardware and software support
- Procurement
- Hardware configuration
- Logistics
- Project management
- Technical staffing

Results

50% Reduction in Time to Market

Go-live was reached in half the time—dramatically accelerating revenue and ROI across hundreds of stores

100% On-time Performance

Every store achieved go-live on schedule, meeting a tight 8-week U.S. rollout deadline and 4-week Canadian deadline

100% Accuracy

Over 18,000 SKUs accurately configured and delivered to 304 North American stores—no lost or missing equipment or parts

100% Customer Satisfaction

"...this was a very successful integration and go-live. Given the scope, schedule and challenges we faced, it went very smoothly and exceeded our expectations."

Client Profile

The client is a global leader in the manufacture, development, distribution and sale of paint and coatings to professional, industrial, commercial and retail customers. Its products are sold through over 4,000 company-owned stores, mass merchandisers, home centers, hardware stores, automotive retailers and industrial distributors.

This Fortune 300 company's commercial and retail products represent some of the most recognized and respected brand names in the world. Pomeroy has worked with this client since 2007, supporting both corporate IT and the retail operations division.

The Challenge

The client recently acquired a segment of an international retail chain, adding 304 stores throughout the U.S. and Canada. The acquired chain had been doing business under five different store brands and disparate store IT infrastructures.

Conversion and standardization of store technology to the client's corporate brand and operating model would require the configuration, installation and LAN connectivity of thousands of servers, printers, monitors, point of sale (POS) devices, switches, routers, access points, cables, etc.—over 18,000 SKUs.

Integration with the corporate network represented a significant geographical challenge, with stores distributed across 13 U.S. states and 6 Canadian provinces. The integration also represented an immediate time and resource constraint—potentially overwhelming the client's internal capacity, which was geared to manage the opening of an average of only 60 new stores a year.

The master go-live schedule for the store roster was final, so the integration would require a high level of agility and rapid scalability to deliver the hardware procurement, configuration, logistics, onsite project management, and technical staffing needed to meet the compressed 8-week deadline in the U.S. and 4-week deadline in Canada.

The client evaluated several service providers and discovered each was limited in its ability to handle more than a single aspect of the integration—which required precise coordination, with no margin for error resulting from ineffective handoffs.

The client chose Pomeroy as its single source provider due to its breadth of technical competencies, the capacity to scale quickly, and the depth of talent to manage the integration, end to end.

The Solution

- The Pomeroy Project Manager and client PMO worked closely to ensure thorough planning and communication, the tightly-coordinated execution of location pilots and integration, and the oversight of dozens of managers and support personnel
- Recruit, onboard and supervise the work of 80 experienced network PC technicians for the 8-week deployment at 226 U.S. locations, and 31 technicians for the 4-week deployment across 78 Canadian sites
- Manage the multi-source procurement of over 18,000 SKUs through the Pomeroy Logistics Center, and its customer-owned and customer-purchased inventory management systems, to enable the coordination of large volumes of equipment purchased directly by the client, and through Pomeroy
- Configure over 600 new servers and 300 multi-function printers through the Pomeroy Configuration Center to meet the unique specifications of each store location
- Provide "Branch in a Box" logistics support, with store-specific kitting of 80 components per standard configuration—loaded onto a single pallet, and delivered to each location on schedule, in a single, easy to track shipment
- Ensure store layout consistency by deinstalling and preparing for recycling approximately 2,000 pieces of legacy equipment—workstations, PCs, POS devices, printers, faxes and cables

The Results

50% Reduction in Time to Market: Stores reached go-live and grand re-openings in half the time normally required had the client managed the entire conversion by itself—dramatically accelerating revenue and ROI across hundreds of stores

100% On-time Performance: Every store achieved go-live on schedule, with all procurement, configuration, delivery, installation, pilots and acceptance testing completed on-time and on-budget

100% Accuracy: Over 18,000 SKUs procured, configured and delivered over 12 weeks to 304 U.S. and Canadian locations with 100% accuracy—not a single lost or missing part

100% Customer Satisfaction: *"It's not every day we assimilate 300 stores into our corporate network and store operations, but thanks to the Pomeroy team and everyone involved, this was a very successful integration and go-live. Given the scope, schedule and challenges we faced, it went very smoothly and exceeded our expectations."* – Sr. Manager of Store IT & Computer Operations

The Value

Shareholder considerations dictated the entire acquisition be brought on-line and begin generating revenue under the corporate brand as quickly and efficiently as possible.

Pomeroy's ability to scale quickly and deliver an agile, seamless transition made possible greatly reduced time to market, accelerated ROI and shareholder value, and total customer satisfaction.