



Summary

SHI's Professional Services stocked, imaged and asset tagged 8,500 Surface devices for 600 locations of a national department store. As a result, the customer was able to provide Surface devices to employees without overburdening their IT staff.

The Challenge

As part of a mobility push, the customer sought to equip thousands of store managers and other personnel with tablets. The tablets would allow managers to track inventory and monitor sales from anywhere in the office, on the floor or behind the register.

The customer's in-house IT staff couldn't cope with the daunting task of deploying 8,500 devices to 600 locations, even though they planned to split the project into two phases – a May and June deployment for 2,500 devices and another 6,000-device rollout from January through March of the next year.

The Solution

SHI worked closely with the customer to plan an initial rollout of 2,500 devices. With the help of several vendors, SHI better aligned shipping schedules with the project's timeline and received deliveries in a timely fashion.

They first sourced, imaged and asset tagged the devices in SHI's 300,000+ square foot integration center.

When SHI received the shipments, its deployment teams created different kitted bundles for different users at each location. Each tablet was imaged and asset tagged and then bundled, which allowed the devices to be shipped directly to end users. This allowed them to take the device out of the box and start using it right away with minimal impact on the IT department.

Phase two of the initiative involved a 6,000-device deployment, which amounted to 700+ devices each week. SHI's configuration capabilities brought greater capacity, efficiency and agility to the process. SHI kitted, packaged, and shipped as many as 1,000 tablets a week until all 6,014 were deployed within the three-month timeframe – bringing greater mobility to the customer's locations.

The Results

Managers at 600 of the customer's locations have better access to data from the sales floor, including current inventory levels and day-to-day sales trends. Managers are no longer tied to their offices and can better mentor sales associates and serve customers without impacting business initiatives.

CUSTOMER PROFILE

National department store with over 600 locations across the United States.

CHALLENGE

Deploy thousands of Surface tablets across 600 locations across the United States quickly, and without straining their IT department.

SHI SOLUTION

SHI's Integration Center developed a deployment strategy to image, asset tag and ship 8,500 devices in two stages.

BENEFITS/RESULTS

- Devices can be used right out of the box
- Increased mobility initiative across 600 locations in a tight deadline
- Better access to data across every location