CASE STUDY:

IT Systems Deployment

Client: Multinational Restaurant Company
Business Goals: Deploy Bluetooth POS System to Integrate with Back Office Infrastructure and Systems
Project Requirements:
Stage, Configure, Deploy, Manage and Support
Post-Project Support: Same Day End-User Support SLA

The Project

EXTEND worked with large multinational company in the restaurant industry to project manage, stage, configure, deploy, and provide end-user support for a bluetooth enabled POS system with back office infrastructure. This project was performed at 300 global locations over an 8 month period. Our project management team worked with the client IT team to understand the infrastructure requirements including access points, custom bluetooth enabled appliances, thin clients, routers, and switches. Upon confirming the intended end-user count and settings requirements, EXTEND worked with the procurement team to source new and refurbished equipment within the clients budget.

We then proceeded to kit the equipment together at a regional staging preloading the configuration from an agreed upon image. A site survey was performed at each restaurant location in order to determine cabling, conduits and management trays placement.

Our engineers retrieve the kit from the regional staging facilities and at an agreed upon maintenance window after hours followed the technical action plan including running structured cables, mounting equipment, and connecting patch cables. EXTEND then worked with the remote system administrator team to power-on and validate that the equipment was accessible over their network.

Our technical team was available within an agreed upon SLA for Day 1 end-user support provided by OneCall from PivIT Global.