



National Department Store Realizes Consistent Performance with Integrated IT Solution



Challenge

A national chain of department stores wanted to find **one comprehensive IT solution** for onsite maintenance, logistics, and depot repair of its PCs, laptops, point-of-sale (POS) equipment, network equipment, handheld devices and more. The chain also wanted to offer an **advanced exchange program**, but needed a buffer stock of devices to keep business on track. They also needed services to **ramp up quickly** for the holiday shopping season.



Solution

Our team provided the **one integrated solution the client was looking for. Service ramped up within 30 days of the contract award to support the busy holiday shopping season.**

IT SUPPORT SERVICES. We coordinated field, logistics, depot, and IT systems support with **trained and certified technicians**. Our team provided support for more than 350,000 assets of more than 1,700 different types and models.

IT ASSET MANAGEMENT. The depot and logistics services **improved the experience** of returning devices for repair and offered the option of **advanced exchange**.

RESULTS

- 30-day ramp-up from contract award to support holiday shopping season
- Created option for advanced exchange
- Single-Point-of-Contact for all device repairs
- 97% of device repairs resolved in-house without calling on manufacturers
- More than 6,100 shipments per month
- Less than 1% rate of repeat returns

IMPACT

This national chain realized consistent performance and quality at every location. This national department store benefited from one full-service partner that could provide each store with an integrated solution.



Contact us to transform your technology today

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