

**Industry**

Computer Manufacturer

**Client Profile**

This client continues to lead the industry in innovation with its award-winning computers, operating system and professional applications. It is also spearheading the digital media revolution with its portable music and video players, and has entered the mobile phone market.

**Nationwide Retail Network Rollout**

**Success Highlights**

1. Provided a short-term solution for the client to manage increased customer volume by upgrading approximately 200 retail stores' network to DSL within 6 weeks
2. Remotely installed and implemented stores' equipment during night shifts to provide seamless service to the client and without interruption of store operations
3. Installed DS3 internet connection upgrades for all retail stores on time

**Taos Service Areas Deployed**

Technical Project Delivery

- Project Management
- Network Engineering

**Situation**

In preparation for its new phone release, the customer wanted to ramp up its network production for approximately 200 retail stores nationwide. The client anticipated an increase in customer volume as consumers would be visiting its stores to preview the new phone. The client knew this would be a great opportunity to showcase its computers and other products as well. It was imperative for the customer to have a fast retail network to ensure customers received a high-quality experience while shopping and playing with products in its stores.

Due to many internal management changes, the customer missed its target date to have its retail network upgraded to DS3. When combined with the fast approaching phone release date, the client needed immediate help to get the network rollout back on schedule. Based on the client's successful and long history with Taos, it looked to Taos for help to rollout the new network in a year's time.

## CLIENT CASE STUDY

### **Solutions**

Taos placed a team of 5 consultants at the client site to tackle its network upgrade project. To be able to meet the client's expected completion date, one consultant took the lead to drive the project. In addition to his experience in massive network deployments, this consultant also possessed excellent project management and communication skills. His ability to effectively communicate his teams' needs and the project's requirements to the client's management team allowed Taos to deliver successful results.

Completing the network rollout involved 3 stages. As the client had missed its target date for its retail networks' DS3 upgrade, Taos first had to quickly implement a short term solution to prepare for the upcoming phone release. As such, Taos installed DSL in all retail stores. Throughout this initial phase, the scope of the project kept increasing as more stores were added to the list while the target completion date was moved up. Taos recognized more resources would be needed in order to finish on time. Relying on Taos' expertise, the customer agreed with Taos' recommendation and increased the team to a total of 15 consultants.

After the installation of DSL, Taos then focused on implementing the long term plan of replacing all of the retail stores' equipment and installing DS3 internet connection upgrades. Replacing the stores' equipment involved testing, configuring and shipping new equipment to all store locations. Equipment installation and implementation was done remotely and had to be done at night after store hours so as not to interrupt store operations. The Taos team installed and implemented 6-8 stores' equipment per night and worked diligently to ensure that each store would be ready to go live for store opening the next morning.

Finally, in parallel to the remote equipment installations and implementations, Taos installed DS3 circuit upgrades for all stores.

### **Results**

Through Taos' initiative, recommendations and dedication, the retail network rollout was completed on time for approximately 200 stores. The client was able to achieve its short term goal of upgrading all stores to DSL to handle the influx of customers during the release of its new phone. Shortly afterwards, the customer's main objective of replacing all stores' equipment and upgrading to DS3 was successfully met.

### **About TAOS**

Taos is a professional IT consulting services company. With more than 5,000 successful engagements at more than 1,000 clients, we have the experience and the technical expertise to help you achieve and sustain operational excellence. Our success is built upon the breadth and depth of our technical expertise, flexibility and objectivity – we are hardware and software vendor independent.