

Application Service Provider to the Retail Industry

The Challenge

A market-leading provider of store to enterprise applications sought a technology services organization that could help to extend the scope of their in-house services organization in order to become the retail industry's most comprehensive end-to-end solutions provider. At the time, the company's services division provided integration and implementation services for their retail enterprise customers. The company also provided POS support through a service provider that, in 2001, decided to discontinue POS support services. Therefore, there was an opportunity for a new services partner to provide maintenance; Installations, Moves, Adds, and Changes (IMACs), and project roll out services to the company's apparel, specialty, and department store customers. Key considerations for a new provider included wide geographic coverage throughout the U.S. and Canada, and the ability to integrate seamlessly into the company's service delivery process.

The Solution

The company selected DecisionOne to join their portfolio of service providers and act as an extension of their services organization, providing both hardware maintenance and project roll out services across North America. As a part of the solution, DecisionOne provided dedicated program managers — one in the U.S. and one in Canada — who are responsible for all customer account activities and who work closely with the customer's internal service organization to ensure that the transition to DecisionOne was seamless to end-user clients. DecisionOne's Web-based interface provides the customer's help desk with real-time access to open tickets and calls, enabling their staff to provide timely updates to clients. In addition to providing ongoing maintenance and IMACs, DecisionOne's program management organization and field engineers work jointly with the customer on major customer rollouts at the point of sale — performing deployment services including expert onsite assembly, staging, integration, and configuration; as well as de-installation, second life, and/or disposal on any equipment that may need to be replaced. In addition to in-store support, DecisionOne also provides deployment and maintenance services for IBM RS6000 servers and work stations at end user customers' Home Office locations.

Results

By engaging DecisionOne to provide Retail Technology Support and Retail Deployment Services, our Application Service Provider customer was able to achieve:

- Increased services revenue by adding the maintenance and support of several thousand POS registers at thousands of stores across North America
- Heightened competitive advantage in the Retail market due to ability to provide an end-to-end solution for all of Retail's functional areas — from the Home Office to the point of sale
- Simplified technology support and deployment coordination across multiple vendors and sites — one provider, one program management team
- Seamless integration of DecisionOne services into the customer's services organization via Web-based real time access to equipment status

“By adding **DecisionOne** as an extension of our team we were not only able to **round out our services portfolio and strengthen our position in the retail marketplace**, but we were also able to **quickly increase our services revenue**. DecisionOne's experience and processes made the integration of these new services seamless to our customers — they are a **great partner**.”

— *Leading Provider of Store to Enterprise Applications and Services*

DecisionOne is a premier partner to Original Equipment Manufacturers (OEMs), outsourcers, and resellers — servicing commercial enterprises and the public sector by delivering technology support services throughout North America. The company's footprint of service locations throughout the U.S. and Canada and centralized support capabilities enable DecisionOne to provide national, reliable, cost-effective IT deployment and support.