

A Leader in the Cosmetic and Beauty Industry

Business Need

A major player in the Cosmetic and Beauty Industry needed help rolling out and servicing their POS hardware and software equipment. Their timeline for this nationwide 560-store effort was three years.

Challenge

The customer had acquired five differently branded retail chains, increasing its US stores by 560. Because each chain utilized its own unique POS software and hardware systems, each disparate system had to be reconfigured in accordance with the customer's branded software and hardware package. Deploying and servicing 560 US locations within the client's three-year timeline required textbook operational logistics.



Solution

Working with the customer, we first developed a strategic plan/timeline that would complete the project within 18 months – cutting the customer's time requirement in half. We implemented a 16x7 Service Center to coordinate rollout logistics and provide support to the new locations.

Solution Implementation

Step 1: Purchasing/Receiving

After the customer purchased new inventory from their hardware vendor, it was shipped to TSI for storage in the customer-owned warehouse.

Step 2: Staging/Configuration

The customer placed an imaging server within TSI, which was updated remotely on a weekly basis.

The imaging server provided software imaging for each POS system specific to its requisite retail location. The customer provided configuration data to complete staging for each system, and TSI developed customized barcode staging instructions to ensure staging accuracy at each step.



Step 3: Installation

TSI managed and coordinated shipping of each location's equipment to arrive two days prior to its dedicated installation date. Upon arrival, TSI deployed a field technician to complete the system upgrade, following instructions that had been jointly created with the customer. Upon completion, each technician verified installation with the TSI Service Center and finalized all necessary documentation, including uploading photos of each installation to the TSI FTP server. TSI then added each location to the customer's Service Center contract.

Step 4: Equipment Pickup

TSI coordinated removal of legacy equipment from each site, including de-installation, removal, and shipping to TSI headquarters for proper disposition.

Step 5: Equipment Disposition

Once the equipment arrived at TSI headquarters, we executed data destruction, and transferred the data-free equipment to our recycling partner for proper environmental disposal.

Results

- Saved a minimum of 30% in human capital costs by completing deployment in half the time required – 18 months ahead of schedule.
- Customer was so pleased with deployment results and the new hardware and software, they engaged TSI to upgrade their primary brand's legacy hardware and software – an additional 170 stores – thereby aligning all locations across the brand.
- Customer subsequently hired TSI to install new hardware and provide service support for another major international retail chain, for which they are the parent company.