INSIGHT ACCELERATES IT REFRESH FOR QUICK SERVE RESTAURANT

Case Study

Technology brings exciting opportunities to enhance convenience, service and appeal to tech-savvy customers. In order to benefit from new technologies, retailers must contend with a variety of practical implementation challenges and potential business disruptions.

When one of the world's largest quick-serve restaurateurs was preparing a rollout of a new point-of-sale (POS) system to 14,000 locations, it estimated it would take four to five years to refresh the IT equipment and cabling infrastructure given the number of locations, technology components and required resources. But they needed it much faster. So they turned to Insight to help manage the refresh for 6,000+ locations.

This restaurateur has long relied on Insight to meet a variety of IT needs, such as e-enabled procurement, equipment configuration and customization as well as ongoing maintenance and support for strategic IT assets. Insight brings hands-on experience serving 300+ retailers combined with national reach, plus broad and scalable service capabilities tailored to the unique requirements of the retail environment.

Built on a suite of scalable IT services, Insight's IT refresh addresses all phases from acquisition and design and planning on the front end, to deployment and support during the useful life of the IT asset, through disposition/disposal on the back end. The methodology provides a consistent and predictable framework to minimize in-store disruption and accelerate deployment of new technologies.

Planning and Assessment Lay the Groundwork
Insight's thorough project planning maps the steps and processes to update 6,000 locations across the U.S. In this phase, the Insight team finalized solution design and defined a deployment strategy that minimized business interruption and onsite visits. The fact that there was not a uniform infrastructure or system configuration in each location added to the complexity. Insight coordinated onsite assessments in which certified technicians were deployed to evaluate the store infrastructure to determine the current state, cabling requirements and configuration type.

Insight.

The Right Technology Customized for Onsite, On-Time Deployment

As a long time IT partner, Insight had a keen understanding of the server configurations. Leveraging its deep ecommerce capabilities, the team created a custom ordering portal that enabled the accurate identification and ordering of the appropriate configuration per location.

Insight's core product provisioning capabilities allowed centralized sourcing of all solution components for pre-configuration in Insight's ISO 9001:2008-certified Integration Labs. In Insight's labs, certified technicians imaged, racked and tested multiple components including network switches, processing and POS servers, thin client controllers, credit card devices and more. Rigorous quality practices ensured accurate delivery to thousands of locations. Pre-configured plug-and-play systems reduced onsite deployment time as well as the level of onsite expertise required, lowering overall per-store deployment costs.

Project Management Orchestrates It All

One of the most important elements of the program was the training, management and coordination of the fleet of certified technicians deployed to stores for assessments as well as installations. Insight's tracking database managed resources across the entire United States (including Alaska, Hawaii and Puerto Rico), coordinating site engagements and providing back-up resources to ensure on-time performance. Insight's project management team ensures that each technician is trained on the prescribed methodology for exchanging the technology and making sure the store is ready for business within hours.

Maintenance Maximizes Productivity

Insight also helps this fast moving business keep its IT environment running at top performance through proven maintenance programs that provide 24-hour exchange of failed equipment with a fully configured system specific to the location's unique needs.

Accelerating the Speed to Value

Technology change is inevitable, but it does not have to be disruptive. Through calling on the proven refresh methodologies and resources, retailers can realize goals and achieve return on IT investments faster.

For more information about Insight's retail refresh programs, contact Insight's Vice President of Retail at 817.680.1888.

INSIGHT – A WORLD OF TECHNOLOGY RESOURCES

- Global provider of information technology (IT) hardware, software and service solutions to business and public sector organizations
- $5.1 billion in revenue in 2013
- 5,400 teammates worldwide
- Operations in 22 countries, serving clients in 180+ countries
- 2,300+ product and industry certifications
- Global software reseller
- Software lifecycle support for 80 percent of global Fortune 500
- Number 483 on the 2014 Fortune 500
- Services to plan, deploy, operate and refresh IT
- More than 1,100 consulting and service professionals

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