

# Authorized Service Provider to the Retail Industry

## Case Study



### The Challenge

A market-leading provider of store to enterprise applications sought a technology service provider that could extend the scope of their in-house services organization 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 retail enterprise customers. The company also provided POS support through a service provider that discontinued 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 retail customers.



### The Solution

As an extension of the company's service organization, DecisionOne provided both hardware maintenance and project roll out services across North America. Two dedicated program managers— one in the U.S. and one in Canada — managed all customer activities and worked closely with the customer's internal service organization to ensure a seamless transition. In addition to providing ongoing maintenance and IMACs, DecisionOne provides support for major customer rollouts at the point of sale — performing deployment services, de-installation, second life, and/or disposal. In addition to in-store support, DecisionOne also provides deployment and maintenance services for IBM RS6000 servers and work stations at retailers' Home Office locations.

### The Results

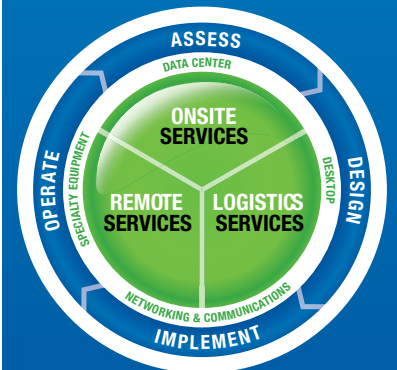
The Application Service Provider customer achieved the following:

- 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*



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