



A Formidable Wi-Fi Partner

Black Box helped an IT client deliver network optimization to 2,000+ locations — and identified almost \$1M in direct savings.

INDUSTRY: Information Technology

COMPANY OVERVIEW AND SUMMARY:

Black Box worked hand-in-hand with a multinational IT client to assist with a multi-site, cradle-to-grave wireless refresh for a major home improvement retailer.

The refresh involved supporting a delivery model of products and services in the most cost-effective and efficient manner possible — all while focusing on providing an outstanding customer experience.

Black Box previously worked with both the IT client and the retailer in separate instances. As a result, our institutional know-how and deep knowledge of business requirements and processes guaranteed a consistent outcome of excellence at every deployment location. The deployment also strengthened business bonds that were initially founded on trust in Black Box's quality work and high standards.

CHALLENGE

- Support our IT client's efforts to execute a flawless and predictable wireless network refresh at 2,173 North American retail stores, including providing a dedicated PMO team offering 24/6 coverage.

SOLUTION

- **Delivered network refresh project support 24/6:** Dedicated team members from Black Box's Global Support Centers provided overall PM and behind-the-scenes field technician support. The techs performed pre-installation site surveys, including all the ensuing photos (over 65,100); reports and workbooks; bills of materials; and updated floor plans (2,173 each).
- **Allocated installation resources:** Highly skilled and knowledgeable installation technicians played a vital role in the success of the deployment. Key individuals were selected to provide expertise and continuity based on in-depth knowledge of the retailer, which they obtained from a previous and separate Network as a Service (NaaS) project. The install featured thousands of site visits (270 techs per day and 120 lifts); 239,000 photos; and install workbooks, Q/A reports, and testing checklists for each site.

- **Offered Day 1 and Day 2 support of deployed wi-fi:** This included a fully integrated service desk and hundreds of Black Box technicians who visited the retail locations and managed all acceptance documents, post-install, and inventory reports, and updated floor plans, as well as GAP analysis and recommendation reports.

RESULTS

- An impeccable wireless refresh at all retail stores in the U.S. and Canada with all schedules met and a high-volume of project work products delivered according to plan — from one trusted partner.
- A consistent high-quality outcome that focused on customer experience, superior service, and the delivery of a values-based offering.

VALUE

- A new wireless network operating securely and optimally for the benefit of customers and employees alike.
- A new network that's flexible, agile, resilient, and able to support future efficiencies.
- \$1 million direct savings, thanks to equipment familiarity from a previous install that negated the need for an upgrade.

CHALLENGE

Evaluate, install, and support a wireless refresh at 2,173 retail locations in the U.S. and Canada on schedule and plan

The shared goal was to fortify and improve the retailer's wireless network for customers and employees alike, especially regarding location service mapping accuracy via its popular app.

For example, when a customer was looking for an item, such as a replacement bell drain for a garage, the retailer's app would provide bay-level mapping that pinpointed product location as detailed as "Aisle BW, Bay 023." Likewise, employees could use this same information to strengthen their interactions with customers, as well as restock and reorder items more efficiently.

At the same time, the retailer aimed to enhance its ability to capture, analyze, and use customer analytics quickly and meaningfully.

Like the majority of clients who invest in a wireless refresh, the retailer sought a network not only optimized for future technology enhancements — in this case, further location pinpointing, such as "Aisle BW, Bay 023, Eye-Level!"— but also business resiliency against natural disasters and other unforeseen disruptions.

The refresh deployment had to be duplicated with consistently high standards in each of the retailer's 2,173 stores with no interruption in daily service.

Other particulars involved understanding sensitive issues, such as avoiding the use of competitors' colors for cabling and other equipment.

SOLUTION

Predictable digital transformation backed by solid boots-on-the-ground support.

Black Box engineers worked closely in partnership with our IT client to provide the retailer with wireless refresh expertise and support at each store.

This included 24/6 project management and installation resources featuring highly skilled and knowledgeable technical experts in every location, as well as Day 1 and Day 2 support of all wi-fi components via service delivery managers and technicians.

OUTCOMES

Network optimization know-how that bolsters service goals and identifies \$1 million in savings

The wireless refresh resulted in a more secure and resilient network primed to meet customer service goals for:

- Providing accurate, detailed product location services for reduced customer wait times and cost per contact
- Improving agent happiness for stronger employee retention
- Streamlined inventory management
- Customer analytics at the digital edge
- Best of all, the optimization occurred consistently at every location — all from one trusted partner that was familiar with operational nuances.

This familiarity also allowed Black Box to alert its IT client to a significant savings opportunity. Specifically, existing updated hardware, previously installed by Black Box, could be reused and not replaced, which equated to almost \$1 million in direct savings. Our client was able to pass this savings along to the retailer to a great advantage.



GET IN TOUCH

For more information about our services or for a quote, please contact us at **855-324-9909**, Contact@blackbox.com or visit BLACKBOX.COM.

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