

CUSTOMER STORY

RETAIL ENDPOINT PROVISIONING

SERVICES

- Advanced Exchange Program
- Technology Sourcing
- Troubleshoot & Triage
- Repair & Replacement
- Integration Center
- Deployment

USER EXPERIENCE

- Zero Touch
- Maximized Efficiency
- Increased Productivity

BUSINESS IMPACT

- Rapid Rollouts
 - Reduced Costs
 - Seamless Visibility
 - Single Vendor to Manage
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CHALLENGE

A mobile telecommunications company needed to deploy thousands of point-of-sale devices to its retail stores rapidly. The units consist of an iPad® and a payment card transaction device. The company leaned on its trusted partner ProSys Information Systems to handle the deployments from end-to-end.

SOLUTION

The ProSys Technology Sourcing team procures the devices in bulk and captures all the asset information, including SIM cards. The inventory is stored in ProSys' secure warehouse facility to support the surges of device rollouts and the replacements needed daily.

When the customer requests new iPads for a particular store, ProSys' Integration Center team configures them and installs software. The customer has multiple types of stores, each with different requirements, and constant configuration changes. All this information is stored and kept up-to-date in ProSys' systems to ensure accuracy.

The payment card device is a separate unit that gets paired with an iPad to enable mobile transactions. The iPad connects to the customer's sales system and establishes an account, and the payment card device processes the actual financial transaction. Both devices are shipped to the individual stores, along with a pouch with a kickstand that allows sales associates to bring the transaction to the customer.

ProSys' developed an Advanced Exchange Program to provide end-users with a self-service portal and simple process for reporting issues, with same-day or next-business-day replacement of lost, stolen or failed devices. The program also provides access to ProSys' help desk, with support for desktops, laptops, smartphones, tablets, peripherals and infrastructure equipment. ProSys scaled and customized the program to meet the customer's requirements.

If a device breaks, the store returns it to ProSys. From there, the ProSys team analyzes the device against established thresholds to determine its disposition. They troubleshoot and repair the iPad according to Apple requirements and best practices. ProSys also processes any broken payment card devices and handles the paperwork with the manufacturer.

100,000+

iPads Delivered in 12 Months

1,000

iPad Configurations & Kitting
Per Day

ProSys has given the customer four times the velocity of its previous supplier and substantially reduced costs.

OUTCOME

The initial deployment involved delivery of 7,000 units within 10 days and quickly grew to more than 100,000 within the first year. Because ProSys handles both the delivery and the return of the devices, the customer's corporate IT department never has to touch them. The customer's in-house IT team can focus on other business priorities. ProSys has also increased the velocity with which devices are deployed to stores. This allows the customer to rapidly increase the number of sales associates on the floor, which directly impacts sales.

ProSys can complete support tickets very quickly through its Advanced Exchange program and has never missed an SLA, which translates to lower support costs. The recommended improvements to the customer's ticketing system have also helped the customer rein in costs.

ProSys has achieved high levels of efficiency through its proven methodologies, advanced, state-of-the-art Integration Center facility and well-established logistics processes. The ProSys service team processes more than 1,000 support tickets each month achieving a perfect score without customer escalations resulting in customer expansion of new projects.