

INDUSTRY: Diversified

DISYS SERVICE: Infrastructure Support Services

COMPANY: A publically-held grocery chain has more than 1,000 stores nationwide and a reputation of excellent customer service



BUSINESS CHALLENGE

- Client was experiencing customer service delays and inefficiencies due to legacy systems
 - Client wanted to move away from outdated check out systems to chip and touch-screen technology
 - Client desired more ease-of-use for customers during employee/customer interface
 - Client desired flawless equipment implementation, ensuring little to no downtime during transition & low impact on in-store customer experience



THE DISYS SOLUTION

- Set up deployment management center within client's facilities, working hand-in-hand with DISYS Global Services
- DISYS recruiters to pinpoint highly-qualified labor resources – including technicians -- to seamlessly implement the equipment overhaul
- Extensive regional ISS deployment and installation with 5-8 teams working in all stores within a district/region and accounting for labor-force fall out
- Efficient plan to deploy most store systems within one overnight sweep, while projecting larger store installs would require 2 overnight shifts



RESULTS & BENEFITS

- More than 14,400 fully-functional terminals and chip readers installed across 960 locations
- Mass installs scheduled flawlessly around pricing updates, store deliveries and corporate holidays -- resulting in an on-time, 18-month delivery schedule
- Based on customer feedback, installs have substantially increased customer point-of-sale speed and employee efficiency
- DISYS continues server updates and support for ongoing programs