



WORLD'S #1 RETAILER

CUSTOMER SINCE 2002

Customer Overview

This is the world's number one retailer with more than 7,250 stores, including about 975 discount stores, 2,800 combination discount and grocery stores, and 590 warehouse stores. About 55% of its stores are in the US, but the organization continues expanding internationally; it is the #1 retailer in Canada and Mexico and it has operations in Asia, Europe, and South America.

Staging and Configuration

After 7 years of successful projects, the world's largest retailer again selected Telaid to provide staging and configuration of its switch technology for its stores around the US. This project was unique since it was the first time the retailer outsourced the staging and configuration which was close to 700 stores initially. With a great deal of confidence in Telaid based on past performance, the results were unbeatable. Telaid delivered an impressive zero percent error rate on the hardware at arrival. As a result, Telaid was awarded future switch staging and configuration projects for an additional 750 stores per year moving forward.

The project included receiving 6 separate shipments of hardware in the Telaid Staging Center each totaling \$20 million in assets. Once the hardware was received it was configured by a team of technicians. A total of 30,000 serialized devices including 15,000 Cisco Switches were configured using state of the art automated tools. Once complete the hardware was shipped to the sites for just in time delivery. The staging and configuration was completed over a 6 week period at an average of 500-600 per day.

Once the hardware was received in the stores, Telaid placed 3 to 4 technicians onsite for an eight hour period to switch out the old and put in the new equipment including 300-500 IP devices. This very well orchestrated process needed to be completed prior to the store reopening the next morning. This included a total of 30-40 stores per day and was completed in approximately 5 months.

About Telaid

Telaid is a leader in providing national IT and network infrastructure design and support services to some of the nations largest companies. Telaid's 24/7 nationwide coverage to over 50,000 plus client locations in all 50 states supports the delivering of a variety of technology solutions including Structured Cabling, Data and Voice Network Services, Audio Video Communications and Monitoring, Speech Privacy and Productivity Improvement Systems, Hoot and Holler and Paging, and National Project Management and Rollouts.