

## **CASE STUDY: POS Memory Upgrade**



### **Project Overview**

**Technology: IBM Registers**

**Market: Retail–Specialty**

**Project Duration: 5 Weeks**

**Number of Locations: 132**

### **Customer Challenge**

A large children's clothing retailer was faced with the task of upgrading a large number of POS registers within their stores with additional memory in order to achieve maximum system performance in the fourth quarter. With only a short time frame to complete this task they looked for a technology partner that could execute the project quickly and efficiently. In addition, the technology partner would need to assist in sourcing the necessary hardware components to complete the project.

### **Worldlink Solution**

- utilized Just-in-Time delivery system
- equipment installation, testing, and turn-up
- utilized online service portal for troubleshooting and checkout
- de-installation and disposition of existing equipment
- provided post installation maintenance

### **Customer Testimonial**

“Worldlink helped us during our register memory upgrade project in November 2011. Our account manager was always easily reachable as well as able to help us with last minute issues we experienced (he procured a different memory stick than what we were using as that particular stick was no longer being manufactured). The project continued without having to stop, it was completed on time and since the new memory sticks were purchased at almost half of the cost of the original ones we were able to complete the project under budget.”

**G.B. – Project Manager**