

CASE STUDY: POS CPU & Monitor Upgrade

WORLDLINK INTEGRATION GROUP



Project Overview

Technology: Point of Sale System

Market: Retail- Specialty

Project Duration: 5 Months

Number of Locations: 48

Customer Challenge

Leading specialty retailer was looking to upgrade POS devices at a number of their locations, and only had a limited quantity of upgraded devices available. They required a partner with the ability to de-install the legacy devices and replace them with upgraded equipment. De-installed devices were to be cleaned, system checked, and upgraded, then sent out to additional stores for installation in a cyclical process until all locations were upgraded.

Worldlink Solution

- staging, shipping, and configuration
- utilized Just-in-Time delivery system
- utilized online service portal for troubleshooting and checkout
- inventory management of all equipment
- equipment staging and kitting
- de-installation of existing equipment
- equipment installation, testing, and turn-up
- provided post installation maintenance