

PROJECT OVERVIEW

Retail Market Segment: Chain Drug Stores

Project Name: Upgrade Cabling Plan to Prepare for IP Telephony Solution

Completion Time Frame: 8 months

Number of Locations: 1100

Customer Objective

To upgrade all of the voice systems to IP telephony systems. To execute the project consistently and cost-effectively throughout the country. The new system required that store infrastructure be upgraded to Cat 5e cable (approximately 60 cables per store).

CrossCom National Advantage

CrossCom National's rollout division provided the right solution for this project. Our rollout teams can be easily scaled and trained to implement technology quickly across the country. The teams travel from site to site and are trained by experienced installers to ensure consistency and quality deployments.

PROJECT SCOPE

Project Management

CrossCom National provided project managers at the customer's headquarters to provide and receive daily updates and changes. This project required extensive management of a number of steps, including the logistics of providing the right amount of equipment to traveling crews to begin cabling. We managed 20 to 70 cabling crews each week.

Cabling

Re-cable entire existing location adhering to all cable specifications for Cat5e, during store operating hours. Terminate, test, and label all locations to prepare for system installation. Remove and dispose of existing cabling. Provide continuity testing documentation.

Quality Assurance

Every location was checked for quality. We used a combination of techniques, including a traveling quality representative to check stores, surprise quality check visits, and key location pictures for evaluation.

SUMMARY

Customer was able to deploy complex technology into stores around the country very quickly based on the job scope. Installations were consistent and the project was extremely successful. CrossCom National also provided staging and configuration services and installation of the voice system on the project. Using one vendor for the total project solution helped the customer eliminate costly handoffs and time delays.