

PROJECT OVERVIEW

Retail Market Segment: Chain Drug Stores

Project Name: IP Telephony System Configuration

Completion Time Frame: 8 months

Number of Locations: 1100

Customer Objective

To configure approximately 1100 systems accurately and cost-effectively, and to distribute them across the country for installation.

CrossCom National Advantage

CrossCom National's staging facility employs trained in-store technology experts. Our technicians are experienced in providing standard programming to multiple systems. In addition, our ability to install the configured product provides cost savings to the customer by reducing handoff and coordination costs.

PROJECT SCOPE

Configuration

CrossCom National began this project by understanding and documenting each required programming element. We developed a 1000 line programming process which was implemented by our staging technicians. Each programmed system was hand-tested before it was shipped into the field. Once the process was perfected, the configuration process was automated, which enabled CrossCom National to configure the systems four times faster and ramp up to the required deployment volume. Field failure for the configured product was less than 1%.

SUMMARY

CrossCom National's configuration process was an integral piece of the entire project deployment. The excellent work done in the staging facility helped to ensure a successful installation in the field.