



CASE STUDY

Supply Chain and Lifecycle Case Study:

Comprehensive Endpoint Services Improve Business Uptime

The Challenge

A national cellular provider and retailer needed to improve the point of sale (POS) and communications experience for their store associates in over 5,000 stores. The customer needed a partner that could address supply chain and deployment, as well as manage the lifecycle of the endpoints—all at a national scale.

The Solution

- Connection developed a forecast-based product rollout schedule for 12 months in advance.
- The team also developed personas for equipment usage that covered several business use cases.
- They provided Web-based ordering, forward logistics, and warehousing services.
- They developed a Location-in-a-Box solution that palletized, shrink-wrapped, and provided a turn-key solution for new location openings.
- The team provided advanced exchange replacement service for overnight deliveries.

Result

The customer's new location openings remained on schedule 100% of the time within a four-year period. Other benefits included:

- Reduction of on-site install time and costs
- Consolidation of vendors and established IT equipment standards
- Ability to reallocate resources to more important business objectives



**Ready to talk about our Supply Chain and Lifecycle services?
Call a Connection expert today.**

1.800.998.0067

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