

Convenience store client with 7,000+ locations needs a partner to support low voltage systems throughout their lifecycles, from pilots and new builds through support and closeouts

Challenge

A C-store client was trying to grow and renovate their stores. To do so, they needed more than a low voltage vendor. They needed a partner who could support multiple technologies throughout their lifecycle. They also have stores located across the United States, with many in remote areas that are hard to access. Even so, when a system went down, they needed someone on-site as quickly as possible to minimize downtime.

IMPORTANT CONSIDERATIONS

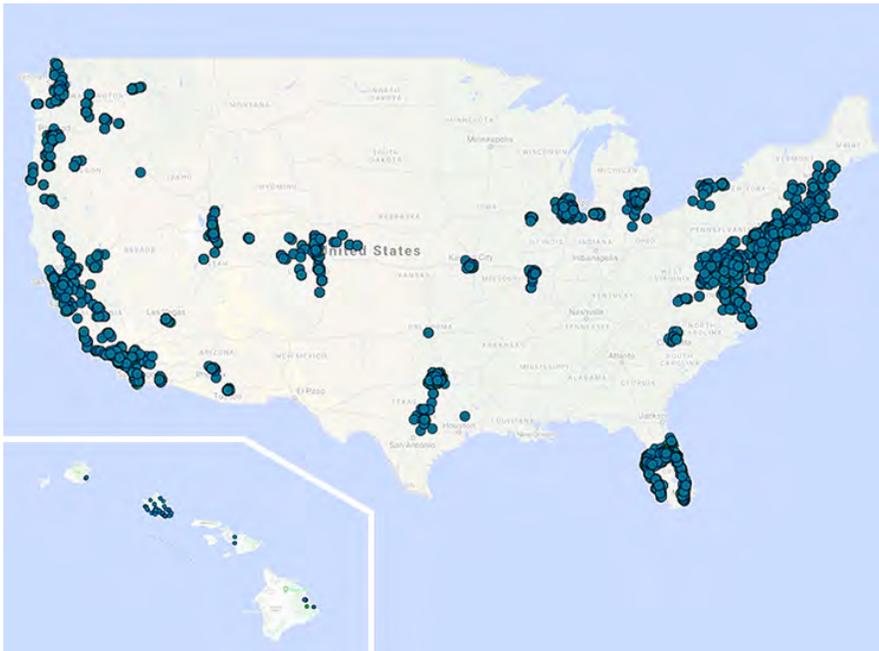
- What can we do to ensure technicians can diagnose and repair all of the low voltage systems in each store?
- With an aggressive SLA, how can we get techs on-site as quickly as possible?



Solution

Our C-store client needed someone who could provide feet on the street to manage technology installations and support, so they brought in ASD®. Pilot work began when ASD® installed cable and POS systems for around 50 pilot stores in Hawaii. The project was such a success, and they were so pleased with our red carpet service that they decided to continue the partnership for projects in the mainland US.

Once an SLA was established, the work began, and over ~5,000 service tickets have been completed. When a technology system broke, or a new convenience store was slated to open, a manager simply submitted a ticket to ASD®. From there, one of our support team members tapped into the AASDI network (Authorized ASD® Installer, pronounced “as-dee”) to find an experienced technician close to the site. The AASDI program has a database with over 12,000 vetted and rated technicians located across the United States. This means that even the most remote stores could be serviced promptly. Once contacted, the tech was immediately dispatched. They were equipped with detailed manuals created by our support team that outlines the troubleshooting and repair guidelines.



Result

Our client relied on ASD® for pilots, rollouts, refreshes, new builds, closeouts, and support. Since they combined multiple technology scopes, they only had one vendor and a single point of contact to work with, regardless of location or need. This streamlined processes, increased efficiencies, and reduced the headaches that generally come with technology issues. The 24/7/365 aggressive SLA ensured that none of their convenience stores suffered long downtimes, and our vetted AASDI partners always delivered red carpet service.

Project Summary

INDUSTRY

Convenience Store
Retail

SERVICES

Build
Rollout
Support

TECHNOLOGIES

Structured Cabling
POS
Money Order Machine
Inventory Tablets
Wireless Network

HIGHLIGHTS

- 24/7/365 Support
- Aggressive SLA
- 5,000+ projects completed, including pilots, refreshes, rollouts, service tickets, new builds, and closeouts