

Upgrade hardware at all retail locations to meet federal compliance deadlines, with minimal disruption to store operations.



ABOUT THE CUSTOMER

The customer was a large national clothing retailer specializing in men's business attire.

The company was founded in the early 1900s and initially focused on manufacturing and selling business attire to wholesalers.

Throughout the 20th century, the company experienced steady growth.

After making the decision to sell directly to customers, rather than wholesalers, the company's footprint grew to include several hundred retail locations.

CASE STUDY SNAPSHOT

The Challenge

- To meet Federal Payment Card Industry (PCI) regulations, the company needed to rapidly upgrade Point of Sale (POS) machines, firewalls and access points in 650 stores (with 3-4 POS machines per store).
- Desire to minimize disruption to stores' normal business hours.

The Solution

- With several companies proposing solutions, Xerox IT Services was selected due to competitive pricing and a comprehensive strategic plan.
- Xerox IT Services established a designated call center and staffed it to support stores across several time zones.
- A rolling installation schedule, with an average of 30 stores a day, was implemented to upgrade stores outside of normal business hours.

The Results

- Devices shipped to stores ahead of install.
- Installs and network integration for POS machines, scanning guns, firewalls and access points completed after hours.
- Xerox IT Services teams stayed onsite for store openings to ensure functionality and end-user comfort, with offsite support provided by the call center.

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