

# RETAIL

## USE CASE



## WIRELESS REFRESH DRIVES IMMEDIATE BUSINESS IMPROVEMENTS & OPERATIONAL EFFICIENCIES

### OBJECTIVE:

This customer is an American department store chain founded in 1888, with nearly 300 locations in 16 states. They were struggling with an outdated wireless network infrastructure in their distribution centers that had not been properly designed to meet their business needs. The legacy wireless network was negatively impacting their day-to-day business, causing operational challenges, and reducing efficiency which overall caused delays in product distribution and shipping. The customer reached out to Computacenter for solution and design assistance, which then led to a multi-service channel partnership.

### SOLUTION:

To determine the best overall wireless design to support high-throughput, low latency, high reliability and seamless roaming, Computacenter's Professional Services team performed a comprehensive Wireless Design Assessment to determine the necessary type of access points and antennas that would be needed to achieve their business outcomes. From there, Computacenter Program Management, Professional Services, and Deployment Services teams compiled an implementation plan to ensure success.

- The Computacenter Professional Services team compiled the overall wireless designs, based on Juniper Mist Cloud Architecture and AccelTex antennas, and worked hand-in-hand with the customer during the deployment and testing of numerous access point and antenna systems.
- The Computacenter Deployment Services team assisted the customer and our professional services team with all necessary low voltage cabling and the implementation of all new network hardware.

### OUTCOME:

Overall, the customer was able to immediately show improvement in their day-to-day activities, which was noticeable by the reduction in submitted IT trouble tickets, reduction in time taken to process product and orders, and the ability to successfully utilize client devices pervasively throughout the entire environment. Overall user experience was greatly improved for the employees that utilized the wireless network in the distribution centers during each of their shifts.

An ancillary success was that after moving from a disparate legacy on-premise wireless network to a cloud-based architecture wireless network, the customer was able to manage the entire wireless network from a single pane-of-glass. This helped improve the operational efficiency of the wireless network by the architecture and IT teams.