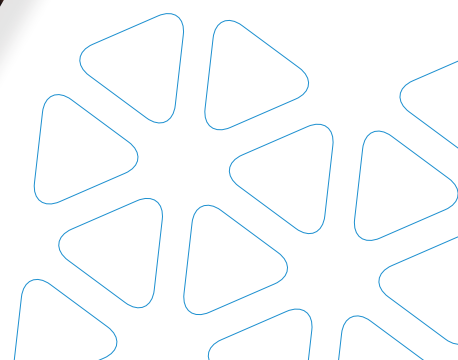




Holiday Health Checks

A STORY OF OWNING CHANGE



The gift that keeps on delivering an elevated holiday rush performance

Our client is a consumer electronics powerhouse. They dominate the industry by pushing the limits of retail experiences—imagining the unimaginable to deliver better customer experiences that truly delight.

THE PROPOSITION:

Better than best

The bulk of our client's annual revenue is earned between Thanksgiving and Christmas. They ramp up to meet the holiday rush.

Our client holds themselves to high standards during the holiday season—one being ensuring that at least 97 percent of their in-store systems are online beforehand—so shoppers can shop without disruption. With more than 1,000 stores across North America, they needed a pragmatic, high-functioning partner to make sure their systems would rise to the challenge.

OUR PROPOSAL:

Unwrapping performance

Cue: An IT health check to confirm systems were primed for peak demand. Partnering with our client's deployment operations center, we performed IT health checks—a program unique to our client—at more than 1,000 stores over six weeks. Visiting an average of 47 locations per day, we tested equipment—like POS systems, handheld devices, manager and administrative workstations, printers, label makers, kiosks—to make sure they were fully functional, optimized and connected to their network.

And to ensure a repeatable model for consistency and efficiency, we leveraged our Center of Excellence for developing our team composition and deployment schedule.

POWERFUL PARTNERSHIP:

Scalability, flexibility ignited

A strong partnership is an active one. To accomplish our goal of checking 1,000 stores in six weeks, we prioritized flexibility and collaboration. Staying highly agile and communicative, we kept a pulse on our client's processes to ensure a seamless integration and well-orchestrated delivery. Our partnership with our client has been critical to the success of their annual IT health checks. Holiday shoppers can check out with ease, and offline systems never jeopardize profitability.



Real-World Results

Integrating these IT health checks into our client's yearly process helps ensure their systems are up, running and capable of delivering holiday cheer. Now, they exceed their IT system criteria every year—so the maximum number of transactions can be completed faster, more efficiently and ultimately keep their seasonal revenue sky-high.

With this program, our client is seeing increased efficiency and has reduced overstaffing to compensate for technology issues. And the greatest gift of all? Bringing customers a seamless holiday shopping experience.

1K+

stores prepped for
peak demand rush

97%

of systems online
for holiday season

About TEKsystems

We're partners in transformation. We help clients activate ideas and solutions to take advantage of a new world of opportunity. We are a team of 80,000 strong, working with over 6,000 clients, including 80% of the Fortune 500, across North America, Europe and Asia. As an industry leader in Full-Stack Technology Services, Talent Services and real-world application, we work with progressive leaders to drive change. That's the power of true partnership. TEKsystems is an Allegis Group company.

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