

#### NUMBER OF STORES

100 - 500

#### INITIAL PROBLEM(S)

- Outdated Technology
- System Crashing
- High Velocity Rollout

#### SOLUTION(S)

- Deployment & Installation

## Case Study



## 2 Night Installations for High-End Department Store Chain

The client is a high-end department store with nearly 300 locations, averaging 57 registers per store.

They also operate 20 clearance stores.

### PROBLEM

Their existing legacy servers were no longer able to be maintained by the manufacturer, their windows server operating system was also out of support.

They had no physical firewall, so they added the Palo Alto Firewall.

The client purchased new servers, switches and firewalls from manufacturers, but needed them installed very quickly with minimal down time.

### SOLUTION

RTI provided a 2 day install to convert all server rooms to new technology compliant with all security and PCI regulations.

Retail Tech was able to meet this timeline by working at night as follows:

Night 1 - Installed new servers in the existing rack along with existing legacy servers. Brought the new servers online with the client's corporate data center.

Upon completion the technicians worked with store support to start the replication/data transfer of data from the legacy servers to the new servers.

This process can take up to 48 hours depending on multiple factors. Upon completion of the replication/data transfer RTI scheduled a 2nd after hours visit to remove the legacy servers from the rack, and install new replacements.

Night 2 - RTI technician works with the client's store support to confirm the replication was completed successfully. Upon confirmation the technician removes the existing legacy servers and prepares them for return to the recycler. Technician then continues to rewire all existing switches, patch panels, routers, hubs, etc to the new servers. RTI technician also works with client staff to install and activate Palo Alto firewall, install and activate their new Cisco BOSS switch. Then work with their corporate networking team to make sure the store was up and running before opening at 10am.

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### RESULTS

- Reduced the onsite installation time from 6 days to 3 days
- Eliminated 70% of the packaging waste from the sites
- Reduced costs significantly from a procurement perspective
- Delivery improved
- Equivalent of 1.5 FTE's going back due to reductions in administrative work previously spent on new store openings.
- Systems moved to Windows 10, making them compliant now and for the next 7 years.

