



DIGITAL WORKSPACE CASE STUDY

Managed IT Outsourcing Partnership Improves Store Uptime

The Challenge

A leading retail company with thousands of locations focused on custom-designed organizational solutions was experiencing rapid growth and needed to address store openings at scale. Due to continued growth, the customer needed to replace their current service provider with one that could scale with them.

The Solution

- Provided a transition project to seamlessly move from their existing provider to Connection's enterprise class managed services.
- NOC and SOC for infrastructure monitoring, help desk to support end users, and remote engineering services.
- Multiple professional services projects to modernize parts of the customer's infrastructure and security platform.
- Connection's Location in a Box solution to provide procurement, logistics, integration, and deployment services designed to address store openings with speed and efficiency.

The Results

Store openings remained on schedule and within budget, including:

- Improved service availability at stores and within the manufacturing centers
- Increased scale and assurance of managed and support services
- Modernized infrastructure and security architectures

Teams involved: Supply Chain, Lifecycle, Professional, and Managed Service



**Ready to talk about your Digital Workspace?
Call a Connection expert today.**

1.800.998.0067

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