

# Modern Device Management



Zones deploys POS systems in record time for a leading US chain of auto service and tire centers.

Headquartered in Rochester, NY, the client is a leading independently owned, mid-market auto service and tire provider in the United States. A trusted, national leader in the industry, the company is present across 1200+ locations, serving the Mid-Atlantic and New England regions, portions of the Great Lakes, Midwest, Southeast, Louisiana, and California. The client faced a shortage of IT personnel and needed to procure and install systems across their 1200 locations in the US. Zones was the preferred partner of choice. The Zones team collaborated with the client to install and manage the required POS solution within tight timelines, helping the client scale faster than anticipated.



Over \$200K in cost savings.

3,500 POS systems refreshed in 1,235 locations.



Lowered support costs over legacy system.

## Challenge

- Lack of robust POS systems resulting in slower transactions and poor customer experience.
- Need to procure and install 3500 POS systems at their stores within a short time.
- Shortage of IT personnel across their 1200+ stores to help install and manage POS technology.

## Solution

- Zones adopted a customized approach that included comprehensive technology and help desk support.
- Utilized the Zones enterprise platform to provide real-time visibility on project progress to the client.
- Leveraged the Zones Technology Services Center (TSC) to provide lifecycle services for smoother implementation.

## Results

- The client saved on cost, time, and speed to provision by utilizing less expensive PCs for POS systems and with Zones' Project Management Office (PMO) leading the project management efforts.
- Faster time to scale than anticipated with a self-managed deployment model.
- Faster and easier transactions enabling a fulfilling customer experience.

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## The Challenge

The client wanted to procure and install 3500 POS systems at their locations spread across the US. The timeline was late September with a goal completion date of November 30. The lack of modern POS systems across locations was resulting in slower complex transactions, severely impacting customer experience. The client did not have the required manpower to undertake this task and was seeking an experienced partner with proven expertise in the retail segment to procure all POS systems, deliver them fully configured to ensure hassle-free installation. The ambitious timeline set by the client to achieve this was another challenge to overcome.

## The Solution

Zones proposed an approach where the team provided the technology and a comprehensive offering of services including warranty extension, installation, image and configuration, asset disposal, and help desk for a monthly per unit price. While the client elected not to avail of the full suite of services, they identified select service options.

Zones worked with the client to provide all the POS systems and delivered them fully configured, along with documentation that made the installation process easier. Zones also provided help desk services for all of the client's locations in case they ran into any challenges. The solution also included the Zones Technology Services Center (TSC), which provided lifecycle services including provisioning of all POS systems at the start of the project, taking back older systems, wiping the disk drives clean of all data, and legally disposing of all e-waste throughout the project. Most importantly, the Zones team provided a help desk throughout the project to circumvent any potential challenges. The Zones' Project Management Office (PMO) effectively liaised with the client, ensuring speed to provision.

## The Results

With Zones' timely and collaborative approach, POS systems were up and running across the client's stores well within the timelines. By partnering with Zones, the client scaled much faster than they could have hoped to achieve on their own. The client experienced over \$200k in cost savings by securing a less expensive PC model for their POS systems through the Zones supply chain. The client also experienced additional savings in resources and time with the speed to provision and deploy the POS systems across their stores. The deployment has resulted in faster and easier POS transactions, improving the overall customer experience.

*“Utilizing Zones’ Technology Solutions Center, the client was able to refresh 3500 POS systems to 1235 locations in a fraction of the time it would have taken on their own. Zones PMO managed the project, working with the client’s retail operations and IT stakeholders to ensure the POS systems arrived at each location as scheduled to meet installers. Meeting the aggressive timelines by partnering with Zones, the client avoided high support costs for their legacy POS systems.”*

*– Advanced Technology Executive,  
National Auto Service and Tire Center*

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