

Advanced and Mobile POS

Zones facilitates technology modernization and supply chain optimization for a worldwide coffee brand and roastery

The client was a leading worldwide coffee chain and roastery with outlets all across the globe and an extremely strong presence in the United States. Serving hot beverages, cold drinks, and snacks, the coffee chain also sells pre-packaged food items and drinkware. The company was planning to open its largest retail outlet in Chicago. They needed to acquire, configure, and deploy a large number and variety of devices in preparation for the launch within a very short timeline. Given the scale of the project, the client was seeking an expert partner to help them with the initiative. Zones partnered with the client to comprehensively manage the project and was able to deliver the solution in record time.



Store modernization and complete equipment integration and configuration for store launch.



30 Zones employees from 9 departments and 3 different time zones involved in the project, including 15 supply chain team members.



675 items delivered, 80 devices tagged, and 93 devices configured.



CHALLENGE

- Client needed a business partner to deliver the technology modernization required for a new store launch.
- Needed to plan for the acquisition and configuration of 675 devices before the launch.
- Faced an extremely short time frame for completing the project.



SOLUTION

- Zones adopted a customized approach, including comprehensive technology and on-site support.
- Provided comprehensive product procurement, order placement, fulfillment, and configuration services.
- Delivered 675 devices, including point of sale systems, receipt printers, chit printers, Chromebooks, iPods, and curios for overhead music.
- Tagged and configured assets for proper integration in store.
- 30 Zones employees, spread across nine different departments and three time zones, including 15 supply chain team members were engaged.



RESULTS

- 675 items delivered, 80 assets tagged, and 93 devices configured.
- Increased efficiency in coordination saved the client from potential downtime.
- Having inventory available ahead of schedule enabled seamless store builds in Zones' integration lab.
- Streamlined logistics enabled the client to deliver a grand, successful launch.

Consider **IT done.** Visit zones.com or call **800.408.ZONES** today.

THE CHALLENGE

The client needed to acquire, configure, and deploy a variety of devices in preparation for the grand opening of one of their largest ever retail outlets in Chicago. The technology required for this project was on a much larger scale than what they had required for their other stores. The client was on the lookout for a provider with the expertise to customize and deliver the solution on demand. Based on their previous experience, the client engaged with Zones for help on this initiative.

THE SOLUTION

Zones provided an all-encompassing solution comprised of product procurement, order placement, fulfillment, and configuration services in the months leading up to the store's opening. Zones delivered 675 devices, including point of sale systems, receipt printers, chit printers, Chromebooks, iPods, and curios for overhead music. Of these devices, 80 were assettagged, and 93 were configured. All inventories were delivered ahead of schedule, allowing for seamless store builds at Zones' integration lab.

Configuring equipment for the Chicago store was the culmination of the concerted efforts of over 30 Zones employees spread across nine departments and three different time zones. Equipment configuration efforts amounted to over 140 hours in total. Equipment was packed in a total of 18 colored boxes and shipped on six pallets. Additionally, 15 employees from the supply chain team were also engaged to ensure every step in the process unfolded smoothly. Two reporting team members worked on the client's system output, three demand planners worked on inventory scheduling, and the supply planners coordinated with various suppliers to place orders. Additionally, Zones was prepared to offer onsite technical assistance on demand and safety stock if needed.

“ The pressure was enormous for Zones to complete this particular project, as this was our largest store ever opened in North America. The CEO and CTO were involved, and all eyes were on our vendors to make sure they executed the project within the very tight timelines given. It required a fully collaborative effort involving almost every department at Zones to pull this project off at the scale and pace that were needed. Because of the teamwork and partnership involved, Zones helped us open our largest store ever in 2019! ”

*Global Account Manager,
Worldwide Coffee Brand*

THE RESULTS

Thanks to Zones' efforts, the client was able to stock the new store with all the necessary technology infrastructure well ahead of schedule, fully equipping them for a smooth launch. By maximizing efficiency throughout the process, Zones saved the client from potential downtime and delays.

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