

Workplace Modernization

Zones enables seamless e-commerce self-service for a leading law firm.

The client was a leading Los Angeles-based law firm which provided innovative legal solutions and services to many leading financial institutions and Fortune 500 corporations. They were seeking to modernize their five offices spread across prominent cities in the United States. The client was keen to provide their 5000+ users with new monitors, docking stations, and other modern workplace devices. However, they faced multiple logistical challenges in implementation. Zones leveraged their ZonesConnect platform to implement a customized e-commerce portal, through which users could serve themselves. The solution allowed clients to set up hassle-free business processes, ensuring cost and time savings, and improving the IT department's efficiency.



Need to deploy modern devices to 5000+ employees spread across the U.S.



Customized, self-service e-commerce portal solution enabled cost and time savings.



Device orders surpassed expectations without any disruption to routine operations and worker productivity.



Client experienced total savings of \$20,000 and saved precious project management hours.



CHALLENGE

- Need to procure and deliver new monitors, docking stations, and other devices to 5,000+ users.
- Logistical challenges and time constraints due to customization of orders complicated the delivery process across disparate locations.
- Need to maintain production continuity and employee satisfaction during the rollout process.



SOLUTION

- Zones' sales and e-commerce teams worked together to develop a customized e-commerce solution using their ZonesConnect service.
- Employees could leverage the self-service portal to easily order devices on their own with the requisite customization instead of routing requests through the IT team.



RESULTS

- Speedy deployment of customized devices with no disruption to routine activities and attorney productivity.
- Cost savings of \$20,000 and many hours of project management effort.
- Increased employee satisfaction with the self-service feature.

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THE CHALLENGE

In a bid to modernize their end-user environment, the client wanted to roll out new technology to a workforce of over 5,000 users. The objective was to provide their employees with new monitors, docking stations, headsets, and keyboards. However, the client faced numerous roadblocks in implementing the project. Shipping the devices to more than 500 different locations within a specified time frame was a challenge. Predefined device parameters required significant customization of the systems and appropriate order shipping. There were also special pricing considerations for a section of monitors, and mapping these onto the orders was a complicated process. The organization also faced severe time constraints in coordination and implementation between their IT and purchasing teams. They needed to deliver the devices seamlessly without disruptions to workforce and attorney productivity. Apart from addressing these logistical challenges, ensuring employee satisfaction was crucial for the client.

THE SOLUTION

The Zones team leverages their *ZonesConnect* service to develop a customized online self-service portal. The sales and ecommerce teams worked in close collaboration to design a custom-built solution that met the client's requirements. The portal included all essential, predefined customization options across devices along with fixed prices that were listed as per agreement between the vendors and the client. Employees could use *ZonesConnect* to order necessary devices with their individual specifications and customization requirements. Consequently, the client's IT team sent out an email to all employees requesting them to place their orders via the portal. Additionally, employees were able to leverage the self-service option right at their fingertips, ordering devices and receiving their shipment according to their needs and preferences. The experience and outcome surpassed expectations of both the client and the Zones team.

THE RESULTS

With Zones' timely and collaborative approach in designing the intuitive self-service e-commerce solution, the client experienced speedy deployment with zero disruption of attorney work and services. They could maintain employee productivity levels with ease since the self-service option was simple and effective. The portal also helped the client ensure users ordered the correct items and received timely delivery. The IT team could devote their time to other critical issues instead of focusing on device deployment logistics. The client experienced a total savings of \$20,000 and many hours of project management time. Employees also gained the satisfaction of self-serving and benefited from the discounts extended to the company.

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