



### THE SITUATION

This [retail](#) customer is one of the originators of the Activewear clothing category. The company offers new collections every month and this rate of change drove the need for a new [Point of Sale \(POS\)](#) system - one that is able to keep pace with the rapid rate of product change.

As many company-owned stores are located in countries outside of headquarters, upgrading in-store systems requires a “smart hands” approach, with local technicians performing all on-site work while corporate IT staff remotely manage system commissioning and testing.

When a project was initiated to upgrade back-office systems in their US stores, the customer looked for a deployment partner with nationwide coverage that shares their commitment to project excellence. After an extensive search, Concert Technologies was chosen.

### THE APPROACH

Once the project began, the Concert team quickly identified elements of the process that could be streamlined, saving time and money, and reducing risk. For example, the Concert Project Manager took over a step that previously required the on-site technician to contact an external vendor and then wait in a queue for the payment system to be provisioned.

### RETAIL:

Concert “Smart Hands” deliver upgraded Point of Sale (POS) system for sports apparel retailer.

Through this and other efficiency gains delivered throughout the project, Concert was able to reduce the in-store technician time required for each installation by over 50%, saving the customer significant expense, as well as reducing the potential for disruption in the stores.

### THE IMPACT

As a direct result of the success of this project, the customer has since engaged Concert to provide first-line break/fix support for its stores.

With a proven deployment partner in place, the customers’ IT team is free to focus on identifying opportunities for adoption of new technologies that drive operational efficiency, secure in the knowledge that Concert Technologies’ local “smart hands” support will ensure that system installation and configuration is done quickly and consistently, and always to the highest quality.

*“Working with the Concert team has been a terrific experience. The people at Concert truly care about delivering a quality deployment and they go out of their way to become part of our team rather than an external vendor. As one of my team said, ‘Concert are really stand-up guys’”*

**Customer IT Project Manager**

If you would like to know more about this, or any other Concert customer project, please [contact us](#)