

CASE STUDY

INSTALLATION & MAINTENANCE OF RETAIL PEOPLE COUNTING CAMERAS

FOR ONE OF THE WORLD'S LARGEST MARKET RESEARCH COMPANIES

KEY FACTS

- ▶ Installation, configuration & cabling of people counting cameras
- ▶ Services across every continent, in 30 countries
- ▶ Ongoing maintenance provided on a 24x7x365 basis
- ▶ A dedicated & trained team of Project Managers & Service Delivery Coordinators



END USER PROFILE

One of the largest market research companies in the UK with a turnover of circa.£120 million.

CUSTOMER BRIEF

Our partner needed a single point of contact to project manage and coordinate the dispatch of trained engineers to multiple retail outlets across the world for their end user. Onsite jobs include; installation of people counting cameras; cabling and ongoing maintenance on a 24x7x365 basis.

ORION 247 SOLUTION

This global installation and maintenance project has been carefully scoped and coordinated to ensure the highest level of service delivery.

At the core of the project, Orion have allocated a Prince2 qualified Project Manager and two, day to day Service Delivery Coordinators. Each member of the Orion team, responsible for the smooth delivery of the project, attended a rigorous training programme to enable a thorough understanding of the technology.

Responding to around 100 callouts per month, our technical team are responsible for the installation, configuration and maintenance of People Counting Cameras in retail outlets in over 30 countries worldwide, including harder to service countries such as, Russia and Mongolia.

The project began in February 2016 and is reviewed and refreshed on a rolling 3 month basis, all parties concerned are very pleased with Orion's approach and the project continues successfully into its second year.