

# CASE STUDY

## FULLY MANAGED SERVICES SOLUTION

FOR A LEADING SPORTSWEAR RETAILER

### KEY FACTS

- ▶ Network, hardware & EPOS maintenance in 269 stores worldwide
- ▶ Support across 25 countries, including remote locations throughout Russia
- ▶ Tailored SLAs, including a 2 hour to site response time
- ▶ 500 dedicated IT engineers on call 24x7



### END USER PROFILE

A leading sportswear retailer with 1,142 stores worldwide and an annual turnover of \$34.35 Billion

### ORION 247 SOLUTION

Due to the large coverage required for this project, the Orion 247 Director of Service worked closely with our channel partner to put together a project plan to ensure the correct resource is in place in order for the specified SLAs to be met.

Within the retail environment, it is vital to minimise downtime by providing a fast response to any IT issues faced onsite. With this in mind, Orion 247 react to support calls according to the following SLAs:

- Priority 1: Response time 2 Hours
- Priority 2: Response time 4 Hours
- Priority 3: Next Business Day
- Priority 4 & 5: 3-4 business days

### CUSTOMER BRIEF

Orion 247 was chosen by a valued channel partner to provide network support and hardware support, including EPOS system maintenance for 269 retail stores across the world

The Orion 247 Service Team coordinate a total of 500 IT engineers across 25 countries and 269 cities on a 24x7 basis. In addition to our fast response service on all hardware, network and EPOS issues, our engineers perform quarterly health check surveys in every store to clean the systems and determine any problems before they escalate.

As part of the project, Orion are supporting some extremely remote locations, including 12 cities in Russia: Ufa, Samara Vivaland, Mytishchi and Kazan to name a few.

The project has been live for nearly 12 months now, with all parties concerned extremely happy with the continued support that the Orion 247 Service Team and field engineers are providing.