

CASE STUDY

INSTALLATION OF APPLE MOBILE MONITORS

KEY FACTS

- ▶ Installation Services across 93 Apple Stores
- ▶ Trained, local technicians with local language skills
- ▶ Dedicated Prince2 Project Managers & Service Delivery Team
- ▶ Apple Mobile Monitor Installations in countries across APAC & EMEA



END USER PROFILE

The American multinational technology company, Apple Inc. with a revenue of circa. \$215 Billion.

CUSTOMER BRIEF

Two of our valued channel partners approached Orion 247 to assist and provide technicians around the globe to install Apple Mobile Monitors.

ORION 247 SOLUTION

There are 496 Apple retail stores across the globe. To fulfil this project, Orion 247 provided 93 Level 2 & Level 3 technicians across APAC & EMEA.

Each technician studied and successfully passed a rigorous training programme to enable the smooth installation of over 100 Apple Mobile Monitors in 93 retail stores.

Local technicians with local language skills were

dispatched to retail sites in countries such as, Australia, France, Germany, Sweden, Hong Kong and Japan.

Each install took 8–15 hours and upon completion of the project, Orion 247 technicians achieved a 100% attendance rate. The Mobile Monitors are integral to the day to day operations within the Apple retail units, enabling visual marketing and demonstrations to customers in store.