

SUCCESS STORY >

MANUFACTURING AND RETAIL

THE RESULTS >

When a leading designer of women's accessories asked us to power up solutions to keep pace with the seasonality of their retail business, we maximized IT support for 4,000 users and over 6,900 devices—reducing downtime and improving end-user experience so they could focus on their core business.

- **Provides support for 4,000 users and 6,937 devices**
- **Provides Tier 1 POS system support**
- A stable, high quality level of service that met the company's needs, regardless of volume associated with rapid growth
- **Reduced downtime and elevated end-user experience** enabled more focus on core business issues
- Our IT support enabled the company to expand coverage to after-hours and the weekend and ultimately helped fulfill the company's expansion to fully support their global operation

CLIENT PROFILE >

- Leading designer of women's handbags and accessories, luggage and travel items, eyewear, stationary and gifts
- Products carried by more than 3,500 retailers with a fiscal 2014 net revenue totaling approximately \$536 million
- Employing more than 1,400 people
- Bell Techlogix supports multiple locations across the global

CHALLENGE >

- In need of a partner that would enable increased IT support while simultaneously controlling costs
- A flexible solution was important to match the seasonality of their retail business

SOLUTION >

- Bell Techlogix implemented their ITIL-based 24x7x365 T Service Desk, to support global corporate, manufacturing and retail users
- Implementation of Bell Techlogix depot services for client's POS system support for new store setup and equipment refreshes
- A change management philosophy instituting a systematic process to manage change, including capturing requirements, analyzing and implementing change
- **The offload of support to Bell Techlogix enable the the client to focus on strategic projects to transform the retail experience and increase sales.**