

Storeworks' project management and integration services are your project safety net. From start to finish, Storeworks is your implementation partner, managing every aspect of deployment and protecting you from the customer service and support shortcomings of leading hardware manufacturers.

PROJECT SERVICES MENU:

CONSULTATION AND DESIGN

- A Trusted Advisor to craft your solution as part of Omni-Channel Strategy
- Technology benchmarking and evaluation to ensure your stores have the best hardware and applications available
- Design and manufacture of custom components - stands, technology lockers, kiosks, etc.

SOFTWARE DEVELOPMENT

- Software development for any hardware device
- Custom application development
- Business and requirements analysis and documentation
- Full software life cycle planning, definition and tracking utilizing Unified Process or similar methodology
- Quality Assurance planning and execution



PROJECT MANAGEMENT

- Project plans via MS Project
- Detailed deployment schedule planning and management
- Frequent status reports/meeting
- Open issues tracking and resolution
- Risk assessment and mitigation strategies
- Seed pool and depot requirement definition
- Order fulfillment delivery schedule
- Coordination of manufacturer relationships



HARDWARE PREPARATION

- Software load, configuration, integration to any device
- Hardware procurement
- Hardware configuration – set parameters according to customer's requirements; device-specific or universal
 - Accuracy and consistency are ensured by:
 - Advanced configuration tools
 - Custom tools and processes
 - Independent QA process
- Asset labeling – tamper-evident labels
- Asset tracking – which units to which location
- Quality Control planning and execution
- Replacement of non-functioning devices (DOAs)

STAGING & KITTING

- Assembly of hardware devices and accessories – delivered store-ready
- Store kit assembly for specific locations – developed from individual BOMs
- Custom packaging to avoid damage during transit
- Creation and packaging of documentation for specific store kits
- Detailed packing slips with item serial numbers
- Quality control planning and execution



SHIPPING

- Just-in-time, scheduled delivery to any location via most safe, cost-effective carrier
- Package tracking throughout delivery to eliminate schedule delays
- Constant communication of shipping status and details
- Full management of repairs and replacements due to shipping damages

INSTALLATION

- Professional, experienced technicians utilizing developed industry best practices
- Overall architecture and infrastructure planning to store granularity
- In-store hardware setup and configuration
- In-store training on installed hardware
- Schedule management for minimal store operation disruption



DEPOT SERVICES

- Management of hardware spares pool
 - Store-specific configuration
 - Repair management
 - Warranty management
- Advance replacement of defective hardware, direct to store
- Asset tracking

TECHNICAL SUPPORT

- Tier 2 technical support
- Incident management
- Shipment of replacement components
- Dispatch of qualified technicians to incident site
- Storeworks engineers support technicians remotely
- Direct store communication and follow-up
- Store support team training

