

Large International Retailer Massive System Rollout

Leading off-price retailer of apparel and home fashions

The Client

Leading international off-price retailer of apparel and home fashions with thousands of retail locations in the United States alone.

The Business Problem

The Client wanted a core server infrastructure upgrade at thousands of retail locations internationally.

Client required vendor to have expertise and capacity to perform multiple roles as a single point of contact to address all aspects of this large international rollout of IBM blade servers.

Due to the complexity of the configuration and the logistics required, an internationally recognized systems integrator/outsourcing company recommended Continental Resources (ConRes) because of our experience, configuration and logistics capabilities.

Client requirements included:

- ▶ The ability to fully configure and test the IBM blade servers; load, configure and test software
- ▶ The ability to ship at a rate of 40 servers per day
- ▶ Storage facilities and ability to accept 6 eighteen wheeler truckloads of OEM equipment in a single shipment
- ▶ Engineering expertise and capability to upgrade sub-component firmware and integrate sub-components
- ▶ The ability to recognize technical deviations, work with OEM to resolve quickly and accurately
- ▶ The ability to configure destination information, international system shipments
- ▶ The ability to work with Client's project team to resolve any lost/damaged or late shipments
- ▶ Bar code and asset labeling capabilities
- ▶ The ability to report daily with serial numbers and asset numbers along with tracking numbers
- ▶ Client required an IBM partner capable of acting as a single point of contact, one with solid experience and relationship with IBM
- ▶ Technical certification with IBM blade servers

The Solution

ConRes was able to meet all customer requirements for this massive IBM Blade Server and infrastructure rollout. This consisted of ConRes professional services engineers working in conjunction with the logistics facility and inside sales to coordinate the shipping, receiving, configuration, and issue-resolution for thousands of IBM blade servers and the related software loads. ConRes provided overall project management throughout the entire deployment.

ConRes processes allowed the Client to be updated as requested on the status of the entire project while alleviating pressure on their own resources. Client did not have to train their personnel but was able to review the process and comment. Client was able to make the higher level decisions without having to worry about the day-to-day details.

The project was successfully completed over a 6 month period.

Additional elements:

- ▶ Blade system staging
- ▶ Sub-component reengineering firmware fix upgrade
- ▶ Facility housing of 2500 blade systems
- ▶ Facility housing of the individual blades for blade systems
- ▶ International coordination and shipment of blade servers
- ▶ APC UPS and installation

Solution Finer Details

Manufacturers Featured

- ▶ IBM
- ▶ APC

Products/Technology Featured

- ▶ IBM Blade Servers
- ▶ IBM Blade Servers sub-components
- ▶ APC UPS and installation

...more...

Benefits

Working with a single vendor able to execute a project of this size, the Client was able to achieve its rollout goal within 6 months. Due to our financial flexibility and stability, ConRes was able to procure, warehouse, configure and stage the deployment of 2500 blade systems for the Client. ConRes utilized our extensive experience in project management and logistics to further ensure the final success of the Client's project.

The Client received pre-integration qualification and minimized risk from a final solution perspective. The ConRes process enabled main sub-components to be configured and pre-loaded thereby minimizing variables during final implementation. ISO 9001 registration ensured that proper procedures were place for the handling, warehousing, testing, and distribution of the Client's systems.

Note: Client has engaged ConRes for additional work since configuring, staging, and rolling out the original 2500 systems.

Links to relevant online content

[Data Center Solutions](#)

[Desktop Management Solutions](#)

[Professional Services Solutions Overview](#)

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ISO 9001:2008 Certificate Registration No. 10003304
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