

Case Study: Major Multi-National Retailer Global Deployment

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With over 300 store locations operating in 27 countries worldwide, a large multi-national retailer needed an optimized network solution to ensure application performance and management (APM) for its business critical applications; Riverbed appliances were selected to address their requirements.

The client needed a WAN optimization solution at 236 of its store locations in 22 countries. The need for speed was essential to meet a fast-approaching timeline of seasonal demand; but the project required local resources for an accelerated deployment schedule. Global Convergence, Inc. (GCI) was engaged for its rapid global deployment and project management capabilities and expertise.

Project Scope

Large multi-national retailer needed to overhaul its WAN optimization and application performance across 236 locations in 22 countries, and they needed the project completed quickly.

Solutions Provided

GCI has extensive capabilities to provide global on-demand resources that customers require.

- Global Implementation and Deployment
- Onsite Resources
- Troubleshooting and UAT
- Project Management



Project Scope

Large multi-national retailer needed to overhaul its WAN optimization and application performance across 236 locations in 22 countries. The project had to be completed quickly to coincide with upcoming seasonal demands.



Approach

With global service delivery capabilities, GCI was able to seamlessly engage to deliver this Riverbed appliances implementation project that had an aggressive and time-sensitive rollout schedule, on time and on budget.



Results

GCI managed and completed the project on time and the customer was very happy that GCI was able to successfully deliver the global implementation and **complete the initial base project onsite deployments within seven weeks**. Total project duration with add-on activity was 17 weeks.

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Built on a Model of Success

Imagine having a business partner that was purpose-built to make deployment of global networks easy, seamless and without barriers. There is no need to imagine. That is the GCI business model. Global Convergence is a partner that can deliver globally, but act locally; no artificial boundaries.



Global Service Delivery Fabric

GCI offers fast, in-country resources and service delivery capabilities in 176 countries worldwide. GCI's International Project Management Office (IPMO) coordinates seamless program execution with its centers of excellence located in North America, LATAM, EMEA and ASPAC, that can utilize over 550 forward stocking locations.

With an aggressive rollout schedule for this project, GCI provided onsite resources through our partner network for each country.

- Rack and Stack
- Trouble-Shooting and UAT
- Developed Training Videos and Vetted all Engineering Resources
- Project Management

GCI completed the global deployments on schedule including deployment in the USA, Australia, China, Germany, Italy, Spain, Russia and the UK to name a few.

And the shopping season was on!



Big Solutions Delivered Around the World

With true worldwide connections, GCI has the capability to meet client requirements on a global basis. Wherever your business operates in the world, we probably are operating too. With technology solutions and in-country resources to help you fulfill your vision, GCI can help you expand further than you thought possible.

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Global Deployment Services to Fit Client Needs

In a constantly changing complex network environment, global deployment of cutting-edge solutions can be challenging.

GCI's global service delivery fabric and International Project Management Office help simplify the process.

With decades of successful services deployment experience to accelerate the velocity of global project rollout, clients can count on GCI to develop custom scopes of work and detailed deployment plans tailored to their specific requirements and schedule.

As an extension of the customer's IT department, GCI offers a global reach and an agile touch. We can design and build global implementation and deployment plans, and customers can count on GCI to provide worry-free managed and professional IT services around the world.

What Makes GCI Different?

- Global Service Delivery Fabric and IPMO with on-demand, coordinated and local-language speaking resource capabilities (facilities, logistics, technical teams, engineering).
- Decades of experience deploying large, global and geographically dispersed networks.
- Total visibility with a project management portal that allows customers to drill down to any level of a site installation for complete visibility 24x7.
- A broad range of implementations services are available for: LAN, WAN, Data, Mobility, Security, Collaboration, SD-WAN.

GCI Project Management

GCI provides the planning, oversight, monitoring and execution of customers global implementation and deployment events.

The project management role is critical to the effective execution and delivery of service projects. GCI project managers have the experience and technical know-how to design and deploy high-volume, complex voice, data, mobility, SD-WAN, optimization and other technology projects.

As the single-point-of-contact from project planning through global deployment, GCI experts can keep projects on track and avoid pitfalls. GCI's multi-vendor/multi-technology capabilities and highly dedicated team gets the job done efficiently and cost effectively.

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Powerful Program Portfolio

Global Convergence Inc. offers comprehensive multi-service/multi-national global implementation and network transformation service programs to ensure client success.

GCI implementation services offer:

- Custom scopes of work and tailored scopes of work specifically for the customer's end user network requirements
- Detailed deployment content
- Deployment projects using the IPMO as the catalyst for effective implementation delivery and program oversight
- Global Transformation programs delivered around the clock
- Governance driven approach to ensure customer requirements are achieved



Governance as a Game-Changer

GCI delivers unprecedented value to its customers with an intense focus on governance and seamless alignment to internal processes.

GCI employs a consultative and highly collaborative approach to support business challenges. We listen. We respond. Our innovative and out-of-the box thinking drives process improvements and builds trusted partnerships with our customers.

GCI Certifications

GCI has invested in universally accepted standards and has achieved certifications for ISO 9001:2015, ISO 27001:2013, SOC 1 Type 2 and SOC 2 Type 2.

Additionally, GCI has certified for the EU-US Privacy Shield Framework program.

GCI was named to the prestigious MSP 501 List in 2019 and 2020.



Channel Futures.
MSP 501
2019 WINNER

Contact GCI Today

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