



Multinational Consumer Electronics Retailer

Project Overview

Industry: Retail

Technology: Cabling,
Audio Visual

Services: Install, Support,
Project Management

Time Frame: On-Going

Locations: 300

Customer Profile

A multinational corporation that designs, manufactures and markets consumer electronics, computers and communications equipment. With over 300 retail stores worldwide, this Fortune 100 retailer is changing the face of the consumer electronics industry.

Business Drivers

To streamline business processes, this retailer desired a single partner with the ability to support all stores globally for technology deployments, scheduled maintenance and on-demand Move, Add, Change (MAC) work.

Scope of Work

Utilizing its International service model, Comm-Works provides this consumer electronics retailer with a single point of contact for its global technology deployments. Comm-Works was the primary partner for one of the retailer's largest and most ambitious store remodel initiatives. For this project, Comm-Works completed 17,400 Cat6 cable drops and installed all of the store's audio and video systems.

Comm-Works currently provides this retailer with rapid on-site maintenance at their worldwide locations including: North America, South America, Europe, Asia and Australia.

This retailer leverages Comm-Works' real-time, project management tool, to open service tickets. Available on a 24/7 basis, our project management tool allows this retailer to stay in control of the process, while providing peace of mind that their work is on schedule and progressing according to plan.

Results & Value

Comm-Works enables this customer to coordinate all logistics associated with international service delivery with one partner. This provides the retailer with a consistent delivery model across all geographies.

In addition, Comm-Works provides the customer with a predictable bill rate and invoices the customer in US dollars, making international transactions less complex.

With its scalable, responsive and cost-effective business model, Comm-Works is the go-to technology partner for this Fortune 100 retailer.

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