

PROVIDING AND DELIVERING 2,500 PRINTER UNITS IN JUST 3 MONTHS

Overview

One of our key resellers, M2 – a managed print services organisation with a global portfolio of clients – came to us needing help with a large roll out of 2,500 printer units to the John Lewis Partnership. With only 3-months to supply the printers, we faced a number of challenges to overcome – and fast.

Challenge

With such a tight turnaround, there was a number of practical considerations to address to ensure we stayed on-target for the scheduled roll-out, operating 72-hours prior to customer deployment. It required immediate scalability in terms of staffing, rapid responsiveness, out-of-hours service, and incredibly accurate tracking.

Our flexible business model meant that we could expand our team and PDI area to allow us to treble our daily run rates in a moment's notice...

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At a glance

- Delivery of 2,500 printers
- Tight 3-month turnaround
- Scalability and flexibility to overcome the challenges

Solution

With customised reporting and early tracking of key information such as serial number and Mac addresses, M2 coordinated the printer roll-out early. Our team worked over the weekend to get ahead and build a buffer of stock to give the client the flexibility they needed to combat an ever-changing schedule.

The Westcoast PDI Service allows for all printers to be pre-configured before they arrive on-site, so our customers can have a plug-in-and-print experience with none of the usual installation disruption. Our service also offers location delivery, connection, unpacking, package removal and even machine demonstration to ensure even the tightest deadlines can be met comfortably.

