

# Retail Roll-out

**Make technology roll-outs easier with our help**

Total can provide you with the help and resources you need to achieve a successful branch roll-out. You benefit from a flexible and reliable service, designed to help you achieve a successful, non-disruptive roll-out.

## Why would you want it?

Technology is an integral part of retail – whether it's EPOS, digital displays, customer Wi-Fi or management PCs.

But managing technology roll-outs, without disrupting normal business, can be challenging.

Total can provide you with the help you need to make your branch roll-out a success, with specific tactical help or an end-to-end solution.

With Total's Retail Roll-out services you benefit from:

- a flexible service tailored to your needs
- a proven process

- carefully managed logistics
- a professional and reliable engineering team
- dedicated project management
- regular updates and reporting
- on time, on budget project delivery
- secure, compliant and certified equipment disposal.

## What Total do

Total has an established menu of roll-out capabilities that can be combined to provide as much or as little help as you need. A roll-out can be structured to include any of the elements in the table below.

## At a glance

### Service type

Project

### Prerequisites

- A management sponsor
- Relevant systems access
- Planned site access

### Key benefits

- Flexible and reliable
- Tailored to your needs
- Proven process
- Professional & reliable engineering team
- Dedicated project management
- Regular updates & reporting
- An on time, on budget project
- Secure, compliant & certified equipment disposal

## Retail Roll-out Service Menu

Image building

Configuration

Asset tagging

Updating your asset registry

Holding bonded stock

Bundling equipment

Managing timed deliveries to site(s)

Removing existing equipment

Installing new equipment

Transfer of local data

Connection to the network

Setting up local privileges

Testing

Training

User handover

Floor-walking and trouble-shooting support

Surveying user satisfaction

Obtaining user sign-off

Destroying, refurbishing and recycling old equipment

Taking the bid documentation as their starting point, Total's Project Manager will verify and clarify your requirements, draw up the deployment schedule and oversee detailed project planning, branch by branch.

## 2 Preparation

Execution of all pre-delivery activities such as configuration, asset tagging and equipment bundling.

## 3 Pilot

For all but the smallest projects, Total will verify the roll-out procedure at a typical branch location. This allows the effectiveness of the process to be tested and, if necessary, fine-tuned prior to the full roll-out.

## 4 Roll-out

Working to an agreed schedule, new technology is deployed branch by branch, while old equipment is securely

destroyed, refurbished or recycled. Throughout this phase Total's Project Manager will provide regular reports detailing completions and any issues encountered.

## 5 Project review

The final step is to provide a set of consolidated reports and conduct a formal review of the project.

## Prerequisites

A successful project requires a management sponsor and facilitator, relevant systems access and planned branch access (with local point of contact).

## Why Total?

Total has the know-how and experience to provide you with a roll-out solution tailored to meet your specific needs.

A proven process is combined with a skilled delivery team, comprising formal project management and polite and friendly engineers, previously SC Cleared. Secure, certified and compliant equipment disposal adheres to the Waste Electrical and Electronic Equipment (WEEE) Directive and Asset Disposal and Information Security Alliance (ADISA) standards.

Total has successfully undertaken a variety of roll-out and disposal projects, ranging in scale from a handful of sites to hundreds.

## What next?

To discuss your requirement and obtain pricing, contact your account manager or email [sam@totalcomputers.co.uk](mailto:sam@totalcomputers.co.uk)