

NUMBER OF STORES

500+

INITIAL PROBLEM(S)

- Poor service from other vendor

SOLUTION(S)

- New & Refurb Hardware
- Integration & Staging
- Imaging & Store Personalization
- Deployment & Installation
- On-Site Maintenance
- Depot & Advanced Exchange Maintenance
- Recycling & Data Destruction
- Warehouse & Storage Solutions

Case Study



Convenience Store Chain Reduces Installation Time 50% & Eliminates Waste

The client is a convenience store chain based in the North East, approaching 1000 locations overall.

For new store procurement Wawa was sourcing from multiple vendors with multiple shipments of product to each store for the Implementation Technicians to assemble and install while onsite at new stores.

PROBLEM

With multiple vendors and shipments to each store, there were many layers of deliveries, exceptions and tracking issues to manage. The equipment all arrived in the OEM boxes and each component had to be unpacked, assembled, configured and installed onsite. This created massive amounts of packaging waste to dispose of onsite and also pushed the onsite installation process to a 5-6 day install. There was significant administrative time spent managing the process and all vendors involved by Wawa staff.

SOLUTION

Retail Tech was engaged as a single source provider for procurement, equipment aggregation, staging, integration and configuration for all new Wawa stores. All equipment is now stocked and managed by Retail Tech by performing a complete site specific build for each new store. This includes the networking equipment, the POS registers, and their unique deli ordering terminals. Each store is now built, configured and palatalized for a single shipment to each location.



RESULTS

RTI's methodology has reduced the onsite installation time from 6 days to 3 days, eliminated 70% of the packaging waste from the sites and reduced costs significantly from a procurement perspective. They have also improved from a delivery perspective, the equivalent of 1.5 FTE's going back to Wawa due to reductions in administrative work previously spent on new store openings.