

## Exceptional In-Store Technology Results in Operational Improvements for World's Largest Home Improvement Retailer

Since opening its first store in 1979, this home improvement specialty retailer has been a pioneer in changing consumer perspectives. This retailer is recognized for creating and popularizing the “do-it-yourself” concept, spawning an entire industry that now spans the globe. With more than 2,200 stores across the U.S., Puerto Rico, U.S. Virgin Islands, Guam, Canada and Mexico, this retailer’s 300,000 associates help customers do and save more.

### Challenge

Historically this retailer relied on its original equipment manufacturers (OEMs) for support. As a result, they lacked an internal IT support organization to cost-effectively and efficiently manage in-store technology support activities. The retailer elected to streamline support by engaging an IT service provider. However, performance issues soon had the retailer looking for a new strategic partner with a proven track record supporting global IT retail operations. In 2001, this retailer turned to CompuCom for help.

### Solution

CompuCom delivers Workplace Services and Program Management Services to help this retailer keep its operations running smoothly, and its associates focused on supporting customers. CompuCom provides dedicated technicians to deliver IT service maintenance and support in the retailer’s stores across the U.S. and Canada as well as 60 distribution centers. CompuCom supports more than 250,000 end users and nearly 140,000 devices.

CompuCom has also supported this client with special projects. CompuCom led a Six Sigma project focused on Lexmark multi-function printers. The retailer had been experiencing print failure issues on a recurring basis. This initiative yielded a change to Lexmark call-handling procedures, an update to the OEMs knowledge database and a reduction in the mean-time-to-task for resolving printer issues.

### Outcome

Throughout this long-term service relationship, CompuCom has consistently met service level agreements. Having dedicated, knowledgeable technicians service the stores has enabled performance improvements and error reduction. Today, this client views CompuCom as their strategic IT partner, and recognizes CompuCom’s flexibility, responsiveness and commitment to sharing best practices as key components to this value-add relationship.

#### Services Delivered

- Workplace Services
- Project Management Services

#### Measurable Results

- Optimized end-user productivity
- Performance improvements and error reduction
- Improved collaboration
- Streamlined in-store support, reducing IT costs

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