



J BRAND

"My Customer, My Responsibility"

CASE STUDY:

halfords

"As always, J Brand provided a highly professional cabling and inte-gration service, with the entire project completed on time and within budget."

STEPHEN ROWBOTTOM, PROFESSIONAL SERVICES MANAGER

M-NETICS, SEPTEMBER 2013

CUSTOMER

Halfords

LOCATION

Nationwide

REQUIREMENT

Wireless Instalment across 415 stores

EQUIPMENT

Central Motorola NX 9510, Motorola MC 55A Handheld Computers, and Motorola AP 6532's



ABOUT THE COMPANY

Halfords was founded in 1902 and has grown to be the UK's largest retailer in cycling and automotive products. It has 460 stores across the UK and Ireland, meaning that a local Halfords store is less than 20 minutes drive from 90% of the UK population.



CASE STUDY

Throughout the duration of this project J Brand worked through and alongside M-Netics. The job entailed installing a new wireless network in 415 stores around the country and the project took three months from start to finish, beginning in September 2013.



Halfords had an aging, unsupported wireless infrastructure. Therefore, they were not happy its performance in stores across the country and felt an update was required. So Halfords wanted to implement enterprise grade modern reliable infrastructure to remain technologically up to speed.

What Benefits have they gained from this installation?

- Centralised Management System



- Modern supportable access points
- Better coverage in-store

The greatest challenge was faced by the individual engineers. They had to work around the Halfords customers in-store as, all of the installation work had to take place during normal working hours. This meant that the environment was extremely health and safety conscious, the focus being on protection of the customers. In addition to this the engineers had to consider customer experience in store, so minimum disruption was another challenge. The engineers managed these issues exceptionally well, with no complaints made. This is an example of JBrand's ability to adapt to the needs of the client.

If you would like to arrange a session to discuss further or simply have a concern, query, or requirement, please Contact us: enquiries@jbrand.co.uk

www.jbrand.co.uk

