

New Wireless Infrastructure Enhances Customer Experiences at Retail Stores

How upgrading wireless infrastructure ensures retail store successes



The Customer

Wachter's client is a **nationwide retailer** with more than 1,000 stores.

Industry

Retail

Location

Nationwide

Duration

9 Months

Services

- Nationwide Rollouts
- Wireless Infrastructure
- Wireless Coverage Survey
- Retail Technology
- Structured Cabling
- Complete AP Cutover
- Internet Connectivity

The Challenge

The retailer wanted to improve their customers' wireless connectivity experiences throughout their stores. To accomplish this, Wachter needed to implement a new wireless infrastructure in 1,000 stores with a minimum of 50 access points, and within a nine-month installation timeline.

The solution needed to provide coverage of the sales floor, back office hallways, all freezer/cooler areas, and 360 degree coverage of the exterior of the stores.

The Solution

Based on renderings from the retail customer for placement of wireless equipment, Wachter installed 55,000 Mist devices, pulled new cabling, hung new APs, completed AP cutovers, and performed wireless coverage surveys to validate the signal strength and coverage. Survey results were validated by an outside vendor to support non-bias certification of validation.

Wachter used 30 two-man teams to complete these installations to provide a seamless customer experience for all guests who enter the client's retail locations.

The Results

With this installation, the customers' experience was improved for quick payment options, internet connectivity, a customer-driven splash web page, and the expansion capabilities of future projects.

Because of our successful installation of this wireless infrastructure, Wachter was granted additional projects beyond wireless installations.



wachter

wachter.com

913-541-2500