Top Gun creates long-term client value by providing enterprise solutions for mission critical mainframes, servers, storage and networking within your data center environment. **Proven. Trusted. Reliable.**

**Case Study / Retail**

# Technology Revitalizes Consumer Experience

Brick-and-mortar retailers aiming to build an omnichannel experience for their consumers are embracing the opportunity to recast the role of their physical stores. This North American retail titan, with an expansive 800-store presence, aimed to revolutionize its customer experience by integrating modern digital services — interactive kiosks, streamlined self-checkouts, and innovative scan-as-you-go services. However, recognizing the immense challenge of managing this transformation internally, they sought out a seasoned partner who could spearhead a missioncritical network infrastructure revamp, while meticulously planning, designing, and managing every facet of their physical store network.

The elite solution in the field of network infrastructural design and deployment. Utilizing their deep expertise in L3 engineering, workflow automation, and field logistics, Top Gun crafted a comprehensive plan, ensuring a secure, compliant end-to-end chain of custody. Through a singular partnership with Top Gun, the retailer experienced an unmatched consolidation of activities, dramatically compressing both the project timeline and budget.

**Planning** — **Procurement** — **Deployment** — **Maintenance** — **Retirement**

## Key Services Delivered /

» Comprehensive physical asset surveys
» Topological and coverage maps for wireless device deployments
» Network design and architecture validation and product selections
» Secure staging, transport, and warehousing of new and retired devices
» Last mile stocking, delivery, and dispatch management
» Top Gun-certified field technicians available at the right time and place
» Dedicated service delivery managers connected and available 7×24
» L3 backline engineers to support and resolve any technical complexities
» Automated workflows and incident management within ServiceNow
» New data chain of custody process supporting compliance and audits

## Results /

» 30% reduction in projected timeline
» 45% reduction of projected labor hours
» 28% reduction in remote site MTTR (mean time to repair)
» Achieved compliance and audit requirements