



Efficient Overnight EPOS & IT Installation



Client: Arc Services (UK) LTD (ARC)

Industry: EPOS and IT installation, support and maintenance services

The Client

Arc Services are a market-leading provider of EPOS and IT installation, support and maintenance services, delivering unrivalled expertise and customer service.

They work in partnership with their customers to provide an exceptional service in installing and supporting large and widely distributed estates to some of the best known brands in hospitality, food and beverage, leisure, retail and healthcare brands.

Summary of Work

Support a large end client in a large scale brand change, which involved PED, replacement and back office software rebuilds in one singular night.

Key Requirements

- 22 'Level 2' engineers across 17 sites, plus PCO for overnight project
- Cover engineers in the Midlands, East Anglia and North West
- 12 months + experience of script-based project activity, ability to configure server hardware and troubleshoot ability

Our Strategy.

concept.
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Our Approach

During an initial scoping meeting, Concept proposed support providing Arc with engineers in the Midlands region to support the larger team overnight.

Concept provided a range of services which included engineering resource, a dedicated PCO, first point of contact support for the engineers and timesheet management.

Challenges

The primary challenge of this project was the need for a large number of engineers, all overnight into early morning, to complete the tasks. Concept recognised the inherent risks of the ad-hoc nature and the complexities associated with overnight work.

To mitigate these risks, Concept, at ARC's request, strategically deployed contingency engineers across all regions, ensuring seamless support in case of any non-attendance, delays, or other issues.

Additionally, Concept assigned a Project Coordination Officer (PCO) to be on-site at the client's location, providing assistance with site check-ins, point of contact for technical support, and ensuring to smooth project execution.

The Outcome

Alongside ARC's technical management team, Concept helped ensure the project was a resounding success.

Despite the tight deadline and the complexities of coordinating 22 engineers across 17 sites in a single evening, ARC and Concept's strategic deployment of resources ensured smooth execution.

By providing highly skilled Level 2 engineers and a dedicated Project Coordination Officer (PCO) on-site, Concept helped to effectively mitigate potential risks associated with the ad-hoc nature of the work and overnight operations.

This seamless collaboration allowed ARC to deliver on their commitment to the end client, resulting in a satisfied customer despite unforeseen technical challenges.

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