



# J BRAND

*"My Customer, My Responsibility"*

## CASE STUDY:

# DEBENHAMS

*"Just a quick note on behalf of Debenhams to thank you all for your teams dedicated efforts in assisting us in the store phase of the RF replacement which was completed last night to our original planned schedule."*

**PETER CRAVEN, IT PROGRAMME MANAGER, MAY 2017**

### CUSTOMER

Debenhams

### LOCATION

Various

### REQUIREMENT

Wireless Upgrade

### EQUIPMENT

Cisco, Systemax



### ABOUT THE COMPANY

Debenhams plc is a British multinational retailer operating under a department store format in the United Kingdom and Ireland with franchise stores in other countries. The company was founded in the eighteenth century as a single store in London and has now grown to 178 locations across the UK, Ireland and Denmark. It sells a range of clothing, household items and furniture and has been known since 1993 for its 'Designers at Debenhams' brand range.



### CASE STUDY

Debenhams Wireless Upgrade Project for all 176 Stores. Debenhams have had a wireless system installed since 2004/2005 and required this to be upgraded to include for new switches and AP's. This was to allow for the increasing demand on the wireless system as well as advances in technology to include for VOIP. This required 3 visits per store. 1st Visit to complete a full survey of all sites including all floors, back office and warehouse locations. 2nd Visit was to complete all required network cabling and installation of all new switches / AP's. 3rd Visit was to complete a coverage check and sign off with a member of the Debenhams team. We were also required to complete the

pre-staging and delivery of all kit from our Runcorn Commissioning / Distribution centre.

Project Timescales were May 2016 to May 2017.



There were challenges throughout the rollout in terms of the complexity of the required survey, the busy retail environment and the sometimes challenging network infrastructure works required to facilitate the installation of the upgraded wireless equipment. We completed the cabling and installation of 5,451 AP's across the 176 sites.

All works were completed within the required timescales as scheduled and within budget.



As per the customer comment above Debenhams were very happy with the works completed.

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](mailto:enquiries@jbrand.co.uk)

[www.jbrand.co.uk](http://www.jbrand.co.uk)

