

A close-up photograph of a modern office telephone with a handset and a small display screen, set against a blurred background of office equipment.

## Nationwide Phone System Upgrade for Major Grocery Retailer

### THE ISSUE

The client, a grocery retailer with a national footprint, faced the urgent need to upgrade its phone systems across their various retail locations, distribution centers, and corporate campuses. The company needed to transition to a new version of the Cisco Call Manager software due to the impending end-of-support for the older version. This upgrade needed to be implemented in close coordination with their managed service provider (MSP) and had to comply with strict HIPAA and DEA regulations in pharmacy environments. To minimize business disruption—especially in time-sensitive distribution centers—the client requested Wachter's on-site technical support to provide immediate support in case of software upgrade failures.

During this project, Wachter undertook a separate work stream to upgrade the phones in around 200 retail sites to match the models used in corporate locations. This project could only begin after the majority of the central Call Manager upgrade, creating a compressed timeline.

### THE SOLUTION

Focusing on retail sites with pharmacies, Wachter deployed their Nationwide Service and Projects (NSP) team to provide critical on-site support for software upgrades and system testing. The site could then be considered a main hub to address any nearby sites that received upgraded software the previous night. Wachter also provided on-site assistance for the corporate facilities and distribution centers, where even an hour of downtime in these 24/7 distribution center operations could result in financial losses.

Following the software upgrade, Wachter transitioned in supporting approximately 200 retail locations that required handset upgrades. Wachter's Technology Services (WTS) team pre-configured the new phones, ensuring they were ready for deployment. Technicians then performed the swaps in the field, minimizing disruptions. As of November 2024, the majority of sites had been upgraded, thanks to Wachter's flexibility and ability to pivot to remain on schedule. Additionally, Wachter collaborated with the vendor's recycling partner and actively participated in the process of recycling the old hardware.

### THE RESULTS

Despite tight timelines and coordination hurdles, Wachter successfully completed the Call Manager upgrades by September 2024 and will complete the remaining handset upgrades by early 2025. The customer was pleased with the timely and effective execution of the project, especially given the complexity involved. Wachter's flexibility, technical expertise, and coordination are key contributors to the project's success and position us for more opportunities in 2025 and beyond.

### KEY CUSTOMER TAKEAWAYS

#### Customer Satisfaction and Communication

Seamless collaboration with the customer's MSPs team was vital to overcoming the geographic and operational complexities of the project. By fostering transparency, we ensured their concerns were addressed promptly, leading to a positive experience throughout the process.

#### Wachter's Flexibility Provided Customer Peace of Mind

Adapting quickly to changes in project scope and timeline ensured minimal disruption to the customer's operations. Even when unexpected delays or obstacles arose, our flexibility allowed the customer to continue business with minimal impact.

#### Sustainability through Responsible Disposal

Wachter contributed to the customer's sustainability efforts, while also ensuring compliance with industry best practices for responsible disposal.

