

A photograph of a warehouse interior with high ceilings, metal shelving units, and a worker in a safety vest in the background. A large blue arrow graphic points from the left side of the page towards the main title.

Wachter Modernizes Distribution Centers With Infrastructure Update

THE ISSUE

This American retailer's distribution centers (DCs) operated on obsolete technology, including 17-year-old switches and routers, and outdated copper and fiber cabling layouts that could not sustain their growth plans. The company needed a comprehensive overhaul of its infrastructure to support its plans for real-time, one-hour customer deliveries. Additionally, their strict safety protocols required vendors to quickly adapt to the company's detailed safety guidelines. Deemed a trusted advisor, the retailer chose Wachter to guide them through their infrastructure transformation.

THE SOLUTION

The company embarked on a comprehensive distribution center modernization project, which included replacing outdated single mode fiber, 20-year-old copper cable data cables, IDF cabinets, and running more than 500 new copper cables to support an expanded wireless network. These upgrades were crucial to the success of the customer's plans for one-hour delivery.

Wachter's W2 technicians focused on following the customer's stringent safety protocols, which included unique compliances and restrictions, like maintaining a five-foot clearance around workers and prohibiting cell phone usage on site. To ensure compliance, Wachter deployed a full-time safety engineer to work directly with the team on-site.

To minimize disruptions, Wachter transitioned to overnight shifts to avoid interfering with the customer's daily operations. Our technicians were able to service high-traffic areas like sorting conveyors and shipping and receiving areas while minimizing disruptions to the customer.

THE RESULTS

Despite operational delays, including a four-week power outage, Wachter completed the DC modernization project ahead of schedule—well before many of the customer's other vendors could finish similar projects. Wachter's ability to manage safety concerns and respond swiftly to urgent issues, such as troubleshooting network problems during an IT outage, earned the company high praise from the customer's leadership.

Wachter's specialized teams of technicians and project managers, each led by experts in their respective fields, ensure that the implementation of new technologies and infrastructure is executed with precision and aligned with the customer's operational goals. The Wachter Technology Solutions help desk provided first-, second-, and third-level support, allowing the customer to focus on operations. The Nationwide Service and Projects team oversaw the installation and upgrade of the industrial systems that formed the infrastructure foundation. Wachter's Physical Security team integrated security systems into the broader network, while the National Electrical Services team handles power relocation and control room upgrades to support future growth.

A Continuing Partnership: After successfully upgrading the DCs, the customer engaged Wachter for an additional project to upgrade network rooms in their stores, which was suffering from aging infrastructure. Wachter's techs were tasked with installing preloaded server racks and new fiber connections to the IDFs, rerouted cable, and repositioning power systems. The modernization of the network rooms required the expertise of our electrical and low-voltage technicians over multiple nights.

KEY CUSTOMER TAKEAWAYS

High Quality Service with Focus on Safety and Compliance

The customer's safety requirements were especially stringent, but Wachter's ability to adapt and manage complex safety protocols built positive working relationships and a competitive advantage over subcontractor-based vendors.

Speed and Agility in Project Delivery

Despite a four-week power outage, Wachter completed this project ahead of schedule — months ahead of other vendors.

Effective Coordination Across Multiple Divisions

For the projects to be successful and seamless, Wachter Customer Success Manager ensures alignment across all internal teams, maintains communication with this customer, and adapts quickly to any challenges that arise.

