

A photograph of pet supplies on shelves, including various bowls and containers, framed by a blue diagonal border.

Wachter Strengthens Pet Retailer's Security

THE ISSUE

Because of outdated equipment and inadequate coverage, a national pet retailer needed to upgrade their surveillance systems across 163 locations. Each location required up to ten new cameras, with a completion timeline of two months. The retailer selected Wachter for their expertise in end-to-end technology integration.

THE SOLUTION

Leveraging Wachter's nationwide hardware sourcing and procurement capabilities, the staging and configuration team ensured just-in-time delivery of new equipment. Every location received ten cameras; if a site needed fewer cameras, the extras were returned to our warehouse for future maintenance or replacement needs.

This project began with three pilot installations, which allowed Wachter techs to troubleshoot any issues before the project's official start date in early February. With five teams assigned to the project, five store upgrades were completed per night; as soon as the cameras were installed at one location, Wachter's team immediately traveled to the next location. The project started in early February and ended on April 3, achieving complete installations at all 163 locations in less than two months.

THE RESULTS

Thanks to a prepared retailer and Wachter's dedicated project management and rollout teams, this company has peace of mind knowing the new security system at 163 locations across the country is up-to-date and working correctly. Our commitment and performance ensured us to stay on schedule and deliver a successful project. Feedback emphasized the project's smooth execution and exceptional communication through each step of the process.

KEY CUSTOMER TAKEAWAYS

Providing Peace of Mind and a Trusted Partnership

From conception to completion, Wachter is there through every step of the way. We catered to the customer's needs and updated them through every step of the process.

Project Management Expertise

Our project management and rollout teams ensured all timelines were met at 163 locations as promised.

On-time installation

Wachter prides itself on meeting and exceeding expectations, and the same is true with timelines. Our team worked hard each night to complete all locations in less than two months.

