

CASE STUDY

cardfactory

**Card
Factory**



**On site
support**



**Project
management**



**Retail
Response**



With more than 1,000 stores throughout the UK, Card Factory are the UK's leading greetings card retailer. Card Factory engaged with Retail Response for store systems implementation and support services in 2014, stating that Retail Response were chosen for our proven capability to deliver systems implementation and support within budget and SLA.

Store systems equipment is built, configured and tested in a bespoke build centre at Retail Response's head office, prior to installation in Card Factory stores throughout the UK.

After initially rolling out HP MS Dynamics AX equipment, in 2017 Retail Response were again selected by Card Factory to install and support the Floid Beanstore solution to over 1,000 stores. This was completed in 2018 with all stores opening at the scheduled date and time.

Post-installation Retail Response is now in partnership with Floid providing support to over 1,000 stores throughout the UK and Ireland 7 days per week, 52 weeks per year - maximising up-time and minimising IT costs for the retailer.



STATS



Average 93% SLA in 2024



More than 1,000 stores supported nationwide



More than 4,500 till lanes installed



Retail
Response

CASE STUDY

Welcome Break



On site support



Service desk



Project management



Retail Response



Reliable and cost-effective IT support is a necessity for Welcome Break as the company operates more than 30 service areas nationwide, which attract 85 million visitors per year.

Retail Response are on-call 365 days a year with our team of directly employed, well-equipped and fully-trained Field Service Technicians ready to attend any Welcome Break sites to promptly resolve any faults.

As a testament to Retail Response's success, our support profile has expanded over the years and we now also support Welcome Break's in-store scanning equipment, video walls and brand-new Nexus kitchen management system. Retail Response is also Welcome Break's chosen provider for PoS and back-office installations at new site openings.

In 2019 Welcome Break moved closer to an end-to-end service with Retail Response and moved their in-house 1st-line service desk over to our UK-based call-centre in Leeds. We now take all support calls for Welcome Break, with sites able to log tickets via phone, email and instant messenger.



STATS



365 days per year support service



End-to-end solution including service desk, on site support & projects



Consistent month on month SLA compliance



Retail Response

CASE STUDY WH Smith



**On site
support**



**Project
management**



**Retail
Response**



WHSmith is one of the leading names in British retail, with an estate that includes more than 600 stores on the High Street and another 800+ Travel stores at airports, train stations, hospitals and motorway services. WHSmith have relied on Retail Response to install and support their High St and Travel in-store scanning and networking equipment throughout the UK and Ireland for 10 years.

Retail Response is a critical part of WHSmith's IT operation. Support tickets are analysed by our UK-based service desk before our nationwide team of engineers provide on-site support. The service is consistently in compliance with agreed SLAs and means WHSmith have guaranteed maximum uptime on the supported equipment.

As WHSmith Travel has expanded internationally, Retail Response has been there to support them, providing support to stores in Germany, Spain and Singapore.



STATS



1,500+ high street and travel stores supported



Same day remote fix wherever possible



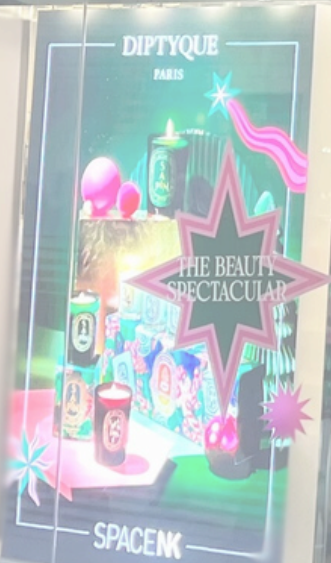
30,000+ on-site support calls completed since 2015



Retail Response

CASE STUDY SPACE NK

SPACE NK
APOTHECARY LONDON



**On site
support**



**Project
management**

Established in Covent Garden in 1993, Space NK offer 'the very best in beauty' and have more than 70 stores in the UK.

Retail Response have provided extensive support for Space NK for 10 years and are the first-port-of-call for all stores IT issues. Calls are taken by our directly employed helpdesk in Leeds, where analysts will triage faults and carry out remote diagnosis. In the unlikely event that this doesn't resolve the issue, Retail Response will dispatch an engineer to site to get the store back up and running as quickly as possible.

All equipment is stored in our secure warehouse and can be tracked live and in real-time on Retail Response's bespoke service management system. This end-to-end service gives the retailer peace of mind that their stores are covered nationwide, 7 days a week.



STATS



More than 3,000 support calls resolved



Extended support hours for Q4



On site maintenance and project services



**Retail
Response**

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