CASE STUDY

Britain's Favorite Retailer Transformed Endpoint Management Across 1,000+ Stores

Executive Summary

Britain's favorite retailer, unnamed in this case study, operates a staggering network of more than 1,450 stores and franchises across the UK and internationally. Since 2020, 1E has helped to solve some of its core challenges, including managing and monitoring complex POS systems.

Read on to discover:

▸ How 1E has gone from deployment platform to trusted insights partner, informing strategic decisions at every level

▸ The early impact of resolving a long standing in store POS issue – on colleagues, customers and the bottom line

▸ Why this retailer sees 1E as distinctive in the market, and how they plan to capitalize on 1E's automation and remediation capabilities

Introduction

Arguably Britain's favorite retailer, this 1E customer is known for bringing quality food, homewares and clothing to millions of people around the world. Having existed since the late 1800s, they are a popular feature of the British high street with more than 1,000 UK stores plus over 450 international outlets and ecommerce.

We sat down with its Product Manager, in charge of three thirty-strong engineering teams, to pinpoint the 1E journey to date, as well as their advice for retailers looking to achieve a similar transformation.

Increasing Visibility and Improving Experience

Back in 2020, the organization was upgrading from Windows 7 to Windows 10 across the estate and needed a deployment mechanism. 1E was evaluated against a number of platforms, but the deciding factor was its ability to provide insights and reporting into how colleagues were using assets, where issues were appearing on the network, and what the prevailing trends were. The 1E Platform won out because it can achieve both – and provide automated remediation, meaning findings could be worked on as soon as they were identified.

When it came to convincing internal stakeholders – including a typically skeptical CTO – one particular use case proved 1E's mettle. Across stores, point of sale (POS) systems regularly declined cards or went offline entirely during the normal course of business. That led to huge frustration amongst store colleagues who would have to deal with queues for remaining tills (and potentially losing customers who decided not to wait), as well as the cost and effort involved in getting engineers on site to restore uptime.

Across some 600 stores and more than 400 franchises, this issue was only amplified. "Before 1E, we were just playing whack-a-mole. Our service desk was getting hammered, stores were frustrated by being locked out of tills or computers, and we, as IT teams, weren't able to articulate the problem."

Often, the issue would be that a certificate had expired on a till, but the service desk wouldn't know that until someone phoned in. And once they had got store colleagues on the phone, the first 10 minutes of every call was spent trying to identify exactly which machine in store had the issue through a process of elimination.

It all added up to a clearly defined problem – with a clear need for a solution offering endpoint visibility, management and monitoring.

Reduced time to Resolution

Prior to 1E, average call times to deal with POS issues had been 20 minutes, now 1E names each machine so engineers can see exactly which device has gone down – and what the exact issue is. Shortening call duration, resolving issues with less dialogue and reducing the overall amount of calls to the service desk add up to huge savings.

Improving Employee Experience and Reducing Digital Friction

Removing the need for common calls to the service desk ultimately frees up colleagues in store to do what they do best. Over an average of 6,000 calls per month of around 20 minutes each, that's a huge amount of time that can now be spent with customers.

> **"Before 1E, we didn't know what the average call time was or how many we were receiving. Having that insight alone is driving us to reduce call times, frequency and, longer term, time to resolve," adds the Product Manager.**

If an engineer still needs to be sent on site, they now have all the information in front of them, including exactly what the issue is and what's required of them before they set foot in store. The right engineer can also be deployed to the right job, vastly reducing the number of repeat visits needed to resolve an issue. As an outsourced service, reducing the number of engineers required has a direct impact on the retailer's bottom line, as well as reducing downtime and subsequent colleague and customer frustration. Device uptime has become the "ultimate KPI", focusing efforts on increasing uptime from 92% to 98% when 1E's potential has been further explored.

Increased Visibility for the Business

With 1E, the retailer can now see and start to predict issues wherever they are across the estate. Visibility into trends is also a powerful way to communicate with the department's key stakeholders, as the Product Manager confirms: "Within a day of initial deployment, 1E could tell us exactly what was happening with that long standing POS issue. That's visibility we simply didn't have before – at that speed, in that detail, in one place."

Endpoint management across more than 26,000 devices on network (including tablets, tills and PCs) is vastly simplified. In store servers are also quickly becoming a thing of the past, thanks to 1E's deployment capabilities. And the teams are exploring how to give stakeholders, including store managers, tailored snapshots of reporting data so they can see the state of their store's technology.

"Every week the CTO holds a call where he reports on how many tills are on and offline. That reporting used to be fairly inaccurate before 1E. It's now pinpoint, informing strategic decisions at every level of the business," says the Product Manager.

Taking the quick wins

Although the retailer is early into its 1E journey, a number of other quick wins have been identified already. Tills across the estate are typically five to seven years' old and, as staff report, famously sluggish to load. With 1E, the engineering teams were quick to spot that lots of common processes were duplicated and actually running multiple times, hogging crucial RAM. Just killing those repeated processes has made a tangible difference. The Product Manager believes it's a main factor in rising customer experience scores.

Identifying and remediating similar issues across the network, which the teams are experimenting with in a controlled way using 1E automation, should remove an estimated 300 calls a week into the service desk. The impact on budget, as well as freeing up engineering workloads, could be enormous. Endpoint visibility is the key.

"Remediation is the real point of difference. No one is doing it as well as 1E," says the Product Manager.

Next Steps

The retailer is still early on in its 1E journey, having conducted an initial test deployment on 500 devices before full roll-out. Automated fixes are next, starting with pilot programs focusing on a select number of priorities before expanding. Then there's building a more complete picture of the estate and performance, exploring the full monitoring and reporting capabilities of the 1E Platform now that the immediate pain points have been dealt with.

What if each digital employee experience (DEX) was better than the last? The 1E platform helps IT teams improve end user experience, tighten security, reduce costs, and evolve operations from cost center to strategic enabler. Over one-third of the Fortune 100 rely on 1E's single-agent solution with real-time automation and remediation for more visibility, control, compliance, and observability. Now, all IT teams can provide exceptional employee experiences, increase efficiency, and reduce service delivery time. For more information, visit **1E.com**.

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