

How Firmament Solutions helped Pandora shift IT Network Sites

The Challenge

Pandora, the world renowned jewelry manufacturer, approached Firmament Solutions with a unique IT infrastructure challenge. The brand was converting several privately owned stores into corporate owned stores and required immediate installation of network cables, IP-Wireless Ap's, network racks, VoIP Phones, network router, network switches and POS devices.

It was essential that these installations were made within 24 hours since Pandora operated in 12 locations around the SouthEast region. Without the proper IT infrastructure in place, the brand would lose millions in revenues when the stores opened their doors for business the next morning. As such, the success of shifting IT network sites was critical to maintaining revenues and staff morale.

Our Approach

Firmament Solutions assembled groups of three field-qualified technicians to service each of the five Pandora stores simultaneously. Since time was of the essence, field technicians broke down the entire IT network site shifting process into smaller tasks. They then extracted time frames for each task that needed to be accomplished and established the best approach to execute these tasks.

We utilized a “First in, First out” approach that entailed a complete analysis of existing cable infrastructure and certification of each existing cable network. This let field technicians know exactly how to approach the IT network site shifts in Pandora Stores.

In addition, the Operations Manager for the project conducted an installation strategy meeting that established best practices when approaching an existing operating store, such as in the case of Pandora. The strategy allowed Firmament Solutions to mitigate system down time while the system was being shifted by adopting the “System Remove and Replace” approach.

We had to contend with several challenges along the way as well. One of the major setbacks was a supply chain breakdown on the vendor’s side that delayed the arrival of equipment on schedule. In order to complete the project within the deadline, Firmament Solutions purchased all the necessary equipment and installed it to keep the project on schedule.

Among the network equipment installed by Firmament Solutions for Pandora was:

- 1. TrippLite Wall mount data cabinet 15U**
- 2. TrippLite Rack shelves 1Unnection**
- 3. TrippLite Patch Panel 24 Port Cat5e**
- 4. TrippLite SmartRack UPS Mounting Brackets**
- 5. TrippLite SmartPro UPS – 1.35kW-1500VA**
- 6. TrippLite Dual Source PDU**

The installation of IT infrastructure was challenging in and of itself, as the Pandora stores did not have space for network cabinet and network equipment installation. This is where the pre-project planning strategy paid dividends and allowed field technicians to install each network component with ease. This is because each store had been mapped out in advance during the initial field survey.

The Outcome

Thanks to the timely and efficient installation of the new IT network sites, Pandora was able to resume business operations the very next day. The simultaneous planning and execution of multiple IT network sites by Firmament Solutions saved the brand potentially millions of dollars in sales and revenue.