

/ CASE STUDY

WATCHES OF SWITZERLAND

Keeping up with the times – A full Wi-Fi and chip and pin update



When leading luxury watch specialist, The Watches of Switzerland Group, required an update to their payment processing system, the company approached TPS for help.

This high-profile assignment involve staging multiple chip and pin devices and ticket printers and then swapping out the existing on-site equipment with the replacement items.

01



02

Industry

Retail

Service

Technology

Duration³

3 Months

Value

60k



ABOUT THE COMPANY

The Group operates in both the UK and the US and comprises of four prestigious retail brands; Watches of Switzerland, Mappin & Webb, Goldsmiths and Mayors. Over the last 5 years The Group has transformed into a modern, technologically advanced, multi-channel retailer. With a foundation of success based on its strong watch brand partnerships and unrivalled customer experience, the company is committed to offering an exceptional customer journey throughout each of its stores.

03



04



CHALLENGE

The challenge for TPS was to complete all works for the project within a 6 week timeframe - a schedule that would comprise of fulfilling 4 installations per day; 2 sites in the North and 2 in the South. This full UK roll-out would run on a continual basis until all 106 sites were completed.



SOLUTION

TPS initially staged all wired and Wi-Fi chip and pin devices and ticket printers that were to be deployed to the varying sites. As part of this process an asset tag register was also compiled containing details of the address each piece of equipment would be dispatched to, together with the serial numbers, asset numbers and MAC address of every device. Once on site, engineers then swapped out the existing power cables, chip and pin devices and ticket

printers replacing them with their new staged counterparts. Equipment installed included the following items; UK certified Power leads, Star Micronics TSP100III Lan, Verifone V400m Wi-Fi PED, Verifone V400m PED cradle and PSU, Verifone P400 Wired PED and Verifone P400 cable and PSU's. Following a stringent testing procedure, each site was signed off and all old equipment removed.



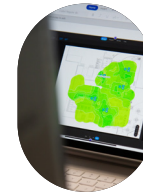
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TPS perform to a very high standard. They continue to provide a responsive service to our changing needs, and their methods of working fit our organisation.

David Smith
Operations manager

The value of connectivity is immeasurable and we are committed to connecting people and businesses together.



GENERAL ENQUIRIES

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BUSINESS OPPORTUNITIES

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