



## Rollouts Deploys Kiosks for DoD

<b>Scope of Work</b>	<b>Kiosk Install</b>
<b>Geography</b>	<b>Nationwide</b>
<b># of Sites</b>	<b>250+</b>
<b>Timeline</b>	<b>9 months</b>

### Client Overview

Our client provides logistics services including supply chain management, site surveys, distribution, and installation services to users of point-of-purchase displays (such as kiosks).

### End User Overview

With an annual budget of \$371 billion, 2 million employees in 146 countries, operations that span every time zone, and 30 million acres of land, the **US Department of Defense (DoD)** is America's largest, oldest (established in 1775), and busiest enterprise. DoD is also the world's largest recruiter and trainer of youth.

### Critical Business Issues for Client

Our client's reputation as a reliable service supplier to DoD required them to make sure that any subcontracted labor performed was in strict compliance with both the DoD and their requirements. Underperformance by any single technician would require immediate replacement with another technician. This necessitated the identification of an onsite service provider with a deep, geographically diverse, and flexibly-skilled labor pool.

### Critical Business Issues for End User

As part of a system-wide modernization of recruitment offices, DoD is equipping offices with, among other things, interactive information kiosks. DoD needed an installation solution that minimized the time necessary to roll out the equipment, as well as minimizing disruption at recruitment sites.

### Reasons for Critical Business Issues

Ramping up to handle current and prospective business from the DoD would normally require a significant increase in full-time personnel; however, forecasting future business from this customer is tricky and our client did not wish to

risk hiring people that it could not afford to keep. The DoD business required new (and possibly changing) skill sets. Transporting technicians with the right skills to the sites where they were needed might have jeopardized the economics of the project for our client. With the high stakes involved, they needed the ability to replace technicians without incurring material travel costs.

### The Rollouts Solution

Rollouts provided a complete solution for their customer, DoD. Rollouts assembled several teams of installers throughout the country, to coincide with planned installations at 100 sites. Backups in each local area were trained and placed on standby in case technicians needed to be replaced *at no additional cost to the client*. Rollouts coordinated installations in malls and other public spaces.

### End Result

All kiosks were successfully installed and our client did not need to increase its own permanent field force. Rollouts now has a field of trained DoD kiosk installers that is prepared to return to the sites for de-installation, followed by re-installation at other locations.

**Quote:** *We looked for a reliable onsite provider that could effectively expand our own onsite capabilities. No one had the depth of rollout experience, personnel, or quality delivery reputation that we found with Rollouts. We look forward to partnering with Rollouts on future opportunities.*