

200+ store rollout of hp Engage One POS devices across stores in the UK & USA



FATFACE

FatFace case study



**hp Engage One POS
200+ store rollout**

Case Study



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Background

FatFace is a British lifestyle clothing and accessories retailer, operating out of 200+ stores across the UK and USA.

An in store infrastructure and mobile POS upgrade was required across all stores (post MS Dynamics 365 implementation).



The Challenge

The deployment of new POS devices throughout the country during the COVID-19 pandemic was a challenge, but working collaboratively with Life Style Sports, software providers and KFP's POS partner - hp - they were able to deliver a successful rollout during early 2021. From the KFP facility based out of Dublin, the team were able to provide local build, deployment & support functions without disruption, with flexibility being the key to a successful partnership.

The Solution

With over 25 years experience providing retail IT services & support, KFP were confident that they could provide FatFace with a full and professional rollout service across stores in the UK and USA. Additionally, this could be achieved both within the required timeframe and budget.



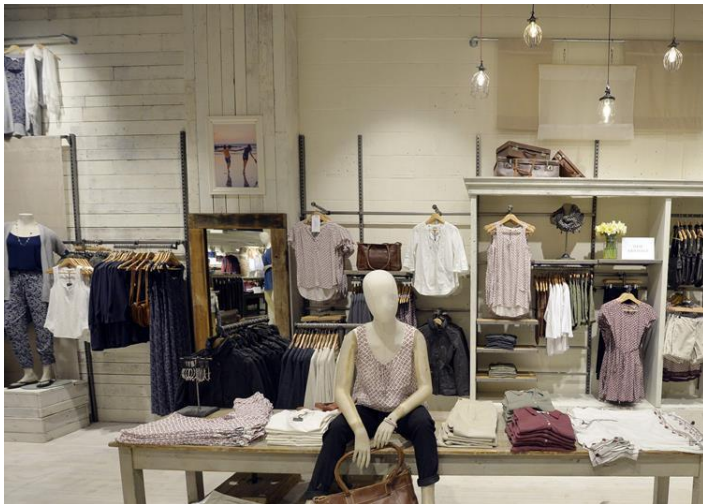
Case Study



Results

KFP supplied, built and installed circa. 450x hp Engage One/Go POS devices to circa. 180 stores across the UK as well as the supplying, building and assisting with the rollout of a further approx. 50x Engage One/Go POS devices in circa. 20 stores in the USA. In addition, KFP implemented Wi-Fi services and network cabinet installations as part of the project to support the overall upgrade.

Post install, KFP have been providing ongoing break/fix onsite support & helpdesk support for all stores in the UK & USA.



Benefits

KFP worked closely with the FatFace team on this complex project to ensure that there were no delays to the aggressive rollout timeline. The project was delivered on time and on budget.

After the successful rollout, KFP are proud to continue supporting FatFace by providing ongoing break/fix onsite support & helpdesk support across their estate.

Why KFP?

FatFace chose KFP for their ability to meet tight deadlines, provide quality installation services, and for the high standards of expertise and qualifications. To date, KFP are proud to be SafeContractor approved, PCI Compliant, and ISO 9001 Registered.



Customer quotes

“Over the last year KFP have become a key partner of FatFace. Their agile and skilled team ensured the smooth delivery of a complex rollout. KFP now provide outstanding day to day support to FatFace. It is a relationship that been key in the delivery of D365 Commerce to our stores.”

- Shaun Chrimes, IT Operations Manager, FatFace

“With an extremely aggressive roll-out timeline across a very diverse store estate, we needed a partner we could trust to act with speed, flexibility and reliability. KFP quickly proved themselves to be just that partner delivering on time and on budget and, as a result, we selected them to take care of our ongoing support. The whole team from senior director level to support analyst is professional, collaborative and a pleasure to work with. I would have no hesitation in recommending KFP.”

- Zona Smith, Director of IT, FatFace

Accreditations



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