

# CASE STUDY

LIFE STYLE SPORTS



KFP 365 Managed Service platform rolled out to major retailer in Ireland, delivering exceptional value and automation to in store retail systems.



# BACKGROUND

Life Style Sports are Ireland's largest sports retailer, operating out of stores in the Republic of Ireland & Northern Ireland.

Following the successful deployment of an HP POS solution across all stores in 2020, the business approached KFP during 2023 to further enhance the existing break/fix arrangement to deliver remote monitoring & automation capabilities for the in-store POS estate.

# THE CHALLENGE



Due to the POS estate being spread over a large geographical area, responding to issues, threats and general device maintenance requirements was of increasing concern. Keeping technology - which is vital to in-store trade - fully operational was of huge importance to the business.

# THE SOLUTION

The KFP 365 Managed Service platform was the answer. Delivered directly from our in-house systems, every POS device in store is:

- Remotely monitored by our installed agents, pinging back vital health information to enable a proactive service, with “self-healing” capabilities.
- Instantly accessible to our teams with in-built and secure remote access for quick and easy incident management.
- Enabled to allow automated admin tasks like software installations & patch management.
- Securely managed with anti virus & anti ransomware detection functions to keep devices secure & robust.
- Fully managed & automated by KFP service functions.





# THE RESULTS

Through careful planning, seamless execution & robust management, KFP 365 delivers an automated support, diagnostics and repair service to all POS devices in store, along with standardisation & fully tested implementations of general IT admin functions such as patch management, device maintenance and software upgrades. The entire service is administered by our installed software agents which communicate seamlessly with our in house service desk systems to offer a “single pane of glass” view of the entire POS estate across all stores. These devices are now in the best possible health at all times which allows Life Style Sports to concentrate on providing the best possible in-store experience for their customers.

*“KFP are a highly valued and trusted business partner of Life Style Sports. We have worked together with KFP on hardware deployment & support services in-store for several years, and recently extended this to a managed, automated service also encompassing software support - such is the reliability and quality of the service we receive. We would have no hesitation in recommending KFP as a partner to other retailers for in-store IT support & associated services.”*

**Mark Carter - FD**

# WHY KFP?

Life Style Sports chose KFP after enjoying several years of reliable traditional break/fix services to the store estate.

With best of breed in house systems, the managed service offering enables a seamless “upgrade path” to realising a fully monitored POS estate, with automation capabilities to deliver a “self-healing” environment for maximum uptime.



# ACCREDITATIONS



# LOCATIONS

## KFP Total IT Solutions Ltd. (HQ)

4 Foxcombe Court  
Wyndyke Furlong  
Abingdon Business Park  
Abingdon  
OX14 1DZ  
Tel: +44 (0) 1235 539101

## KFP Total IT Solutions (Wales)

Mamhilad House  
Mamhilad Park Estate  
Pontypool  
Torfaen  
NP4 0HZ  
Tel: +44 (0) 1235 539101

## KFP European IT Services Ltd.

Unit 2, Block A  
Grattan Business Park  
Clonshaugh  
Dublin 17  
D17 FW02  
Tel: +353 (1) 906 1701

## KFP Total IT Solutions GmbH

Unit 1.4, Segro Park Ingolstadt  
Nicolaus-Otto-Ring  
85098  
Grossmehring  
Germany  
Tel: +49 8938030697