

## Case Study

### Sainsbury's

Ensign were tasked to roll out an 800 store wireless LAN, data capture and printing solution to one of the UK's largest supermarkets.



## About

From humble beginnings in Victorian London, J Sainsbury PLC has grown to become one of the country's most successful retail brands.

Now with over a thousand stores across UK and Northern Ireland, employing in excess of 150,000 employees and reporting a net income of nearly £650 million (2011), the company is going from strength-to-strength.

## The Brief

After a poor end to the 20th Century, 2004 saw the company re-evaluate their direction as they invested heavily in new distribution, logistics and staffing initiatives. It was at this time the company approached Ensign to provide wireless LAN infrastructures within hundreds of Sainsbury's stores across the British Isles.

With the skills, knowledge and expertise to cope with such high demand, Ensign began work on the project, sending engineers all over the country to perform site surveys on nearly 800 Sainsbury's stores.

## The Project

In order to keep the project moving at a pace that would ensure the agreed deadlines were met, all of the access points required to provide each store with network coverage were configured at Ensign's head office in Dorset.

In excess of 8000 Cisco 1231G access points were configured over a 12 month period, prior to each set being shipped to designated store when ready. The same system was employed to configure the equally large number of Intermec 750 hand held computers and Toshiba SP2 mobile printing devices, totalling approximately 12,000 and 8,000 respectively.

Once the initial 800 store roll out was complete, Ensign worked with Sainsbury's to provide them with 24/7 on-site support services - taking up-to 60 support calls per month in 2010 and fixing any issues affecting the performance of their UK-wide wireless infrastructure.

### Summary

**Location:**  
Nationwide  
**Sector:**  
Retail

### Solutions

- Wireless LAN
- 8,000 Cisco 1231G Access Points
- 12,000 Intermec 750 Handheld Computers
- 8,000 Toshiba Sp2 Mobile Printers

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In addition to the provision of on-site support, throughout 2010 Ensign provided Sainsbury's with a swap-out and repair service for all of their wireless devices - coordinating anything up-to 1,600 swaps per month. This service ensured that - should any of the handhelds or printers suffer a technical fault - a direct replacement would be in-store no later than the next business day.

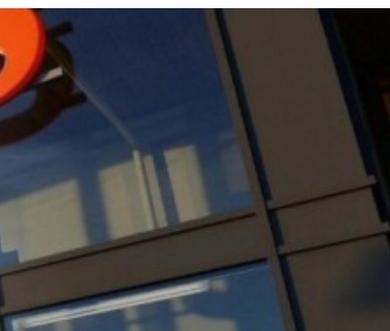
This support service was so successful that Ensign can boast an overall 95% success rate in meeting the service-level agreements identified by Sainsbury's.

When asked about the most challenging aspects of the deployment and subsequent support services, Paul Barrington, Customer Services Manager at Ensign, said: "Our main challenges were in the logistics. Initially, surveying the 800 stores and delivering the configured access points and after that, managing the swap outs, which were in the thousands each month."

"However, the Ensign team were more than capable of meeting these challenges and I am proud of our achievements."

## The Conclusion

After the completion of the original store wireless LAN roll outs, Ensign continued to assist the supermarket chain with on-going technical refreshes - replacing various pieces of hardware and ensuring that the wireless infrastructure remained at the highest level of performance.



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