Connected IT

National Lease-to-Own Company

ABOUT OUR CLIENT

The client (thereafter referred to as "The Client") is a leading full-service provider of goods and alternative financial services that provides everyday Canadians with a path for a better tomorrow, today. The client serves its customers through two key operating divisions, a lease-to-own home furnishing division and a financial lending division.

The Client is a non-prime consumer lender that bridges the gap between traditional financial institutions and costly payday lenders. It is supported by a strong central credit adjudication process and industry leading risk analytics. The Client also operates an indirect lending channel, offering loan products to consumers at the point-of-sale of third party merchants.

The Client is Canada's largest lease-to-own company, offering brand-name household furniture, appliances and electronics to consumers under weekly or monthly leasing agreements through both corporate and franchise stores.

Both operating divisions of The Client offer the highest level of customer service and enable customers to transact through a national store and branch network and through its online and mobile eCommerce enabled platforms.

THE CHALLENGES

The Client has 432 (and growing!) locations distributed across Canada. Each location had its own independent hardware infrastructure and phone lines that were being managed by different vendors across the country. To make matters more complicated, the hardware infrastructure at each location was different. This made managing and supporting these different infrastructures challenging for the IT Services team.

Enter TCS Canada.

After winning a hard-fought RFP, TCS Canada was selected as the vendor of choice to deploy a fully managed solution consisting of VoIP, WiFi, Network Access, IP Cameras, and On Site Technical Services to connect all 432 locations across Canada.

THE SOLUTION

TCS deployed a Managed Service at each location across Canada. All of the hardware installed was uniform across all branches/stores - right down to the cabinet and cabling. TCS deployed a central WIFI and Voice solution which meant considerable savings on their monthly telecom spend. In addition, because TCS could manage almost all facets of the new solution remotely, it reduced The Client's monthly spend on service calls.

THE RESULTS

The Client was able to simplify management of their IT infrastructure by eliminating multiple vendors and engaging TCS as their one trusted vendor and SPOC (single point of contact).

With all branches/stores now equipped with a "cookie cutter" solution, it became much simpler to manage and support the sites.   Problem resolution time was faster and significantly reduced downtime even in remote locations.

The new solution gave The Client the ability to internally dial all locations without incurring long distance charges and allowed their Regional Managers to ability to "hotdesk" into any phone and pull up their profile.

When Corporate-wide changes to the solution need to be implemented it can now be executed in one place, rather than 432 places, ensuring a smooth execution and saving previous time and resources.