



Home Entertainment Corporation (HEC)

Business Overview

Home Entertainment Corporation (HEC) is one of the UK's leading high street video retailers and rental companies. Their presence on the high street is primarily through the Choices chain and through Video Box Office in smaller stores. HEC also operate an E-business division with online video, DVD, books and games rental and purchasing.

HEC engaged with Tectonic 360 to resolve the challenge of managing the large distributed Point of Sale environment that they operate. All tills are Microsoft Windows based systems. HEC's IT department is operated from the Head Office site in Peterborough. Field engineers have to travel to store sites regularly to resolve till issues and perform maintenance tasks.

Business Challenge

HEC were facing a number of challenges in maintaining the Point of Sale environment. These challenges resulted in the following business objectives being identified for resolution through a desktop management project.

- Increase logistical efficiency through engineers spending less time on the road.
- Speed up software deployment strategies.
- Improve security at tills to avoid virus attacks
- Reduce time to market for new services and technologies.
- Provide better support to remote users.
- To ensure efficient software License Control through Software Audits.
- To provide a detailed hardware inventory through hardware audits.
- Ability to export all collected data into other business reporting tools.

In addition to the business challenges, T360 was expected to deliver against demanding technical challenges.

- End users must not be aware of any software being installed on tills.
- The tills must not require a re-boot for client installation.
- The software could not be installed using log on scripts.
- T360 were not allowed to use remote desktop type control of the remote tills.

The Solution

T360 undertook an information gathering exercise with HEC operations staff to identify the security policies in place, the software lockdown policy and the machine types deployed in the field.

After identifying the operational environment and the challenges that this presented, along with the technical challenges identified above, T360 produced a proof of concept environment. The proof of concept environment was based around Hitachi JPI. The POC environment proved to be successful with certain stores identified for trial purposes.

Software deployment exercises were conducted to trial stores, with windows service packs and in house software being remotely deployed to the end users systems. T360 also performed functionality demonstrations to confirm compliance with the HEC test criteria.

Adding Value

T360 was able to construct a custom installation methodology that enabled the deployment of Hitachi JPI whilst operating within the security policy in operation. End user interaction was totally eliminated and store machines could be added to the new system transparently to the business operation.

In addition to meeting the challenges set for the Point of Sale environment, T360 demonstrated the rollout of the JPI management suite to the internal desktop PC's and server systems. The result of this is one management console that can manage and audit the software and hardware environment across the whole enterprise.

End Result

HEC chose to proceed with the rollout of the JPI system and purchased licensing for both POS and head office systems. Central management is now in place with the helpdesk operators having far more information at hand and superior tools to help resolve end user issues.

Since the operational rollout HEC have been able to deploy software upgrades and features to all their tills overnight. This improvement in operational agility has already delivered substantial cost savings and improved margins to the business.

Summary

As Paul Speechley, IT Support Manager for the company states, "The help and support we received from Tectonic was exceptional. Unfortunately, not many companies these days are willing to work closely with the customer to achieve the desired goal. Tectonic supported us all the way."

JPI software has been proved to work in a secure retail environment, managing till applications and their supporting infrastructure. Paul found the software immediately useful. "JPI software is the most versatile package of its breed; easy to install and manage through the central management console," he said. "Targets achieved within the first month are far beyond those expected."

T360 is focused on working with our customers to identify their individual requirements. The T360 mantra of Diagnose, Prescribe and Deliver has been successfully demonstrated at HEC. Real business challenges have been resolved and technology has been harnessed to deliver business value.