



CLIENT: Natural Grocers



INDUSTRY: Commercial, retail grocery

SERVICES PROVIDED: Point of Sale (POS) system

CLIENT OVERVIEW: Natural Grocers is a prominent nationwide health food store chain that places an emphasis on quality, organic produce and products. They have multiple locations throughout the United States.

CHALLENGE

Natural Grocers needed assistance to roll out a nationwide upgrade for their point-of-sale (POS) systems. Their internal team didn't have the bandwidth to travel nationwide to install all of the upgrades. They needed a solution to complete this significant project.



SOLUTION

KCS, with its extensive experience in managing and deploying technicians across the country, provided staff augmentation services for both back-end support and on-site installation.

- 1. Preparation and Imaging:** KCS technicians were assigned to Natural Grocers' headquarters to assist in preparing for the project. This included creating a disk image for the new POS systems, ensuring that all necessary software was pre-installed, and that the systems were properly configured and tested.
- 2. Coordination and Logistics:** The KCS team also played a key role in coordinating the logistics, packaging, and shipping of the POS systems to their various nationwide locations.
- 3. On-Site Installation and Traveling Team:** KCS provided a traveling team that was dispatched from state to state to install the new POS systems. By having the same team travel across the duration of the project, KCS ensured consistency and continuity in the quality of the installation.
- 4. Scripting and Process Optimization:** KCS technicians helped design scripts and build out efficient processes that allowed the project to keep pace with demands, saving time and minimizing errors.
- 5. Collaboration and Communication:** At the end of the 4 months, the project was completed successfully due to the strong collaboration between KCS, Natural Grocers' internal team, and other stakeholders involved in the project.

Benefits of IT Staff Augmentation in this Project:

- 1. Expertise and Skillset:** Staff augmentation allowed Natural Grocers to quickly gain access to skilled IT professionals with specific expertise in POS systems, without the long-term commitment of hiring full-time employees.
- 2. Flexibility and Scalability:** With staff augmentation, KCS was able to scale the workforce based on the changing needs of the project, allowing Natural Grocers to adjust as necessary without the complications of hiring or laying off internal staff.
- 3. Cost Savings:** Staff augmentation helped to reduce costs associated with recruiting, benefits, and training new full-time employees.
- 4. Time Efficiency:** With the additional hands on deck, Natural Grocers was able to meet its tight 4-month project deadline.
- 5. Quality and Consistency:** Having a dedicated traveling team from KCS maintained high standards of quality and ensured a consistent installation process at each Natural Grocers location across the country.
- 6. Risk Mitigation:** Staff augmentation allowed Natural Grocers to share some of the project's risks with KCS, which was particularly beneficial in a complex, nationwide rollout like this.
- 7. Focus on Core Operations:** By outsourcing the POS system upgrade to KCS, Natural Grocers' internal team could continue to focus on their core operations and responsibilities, ensuring that the business continued to run smoothly while the upgrade was underway.

This solution showcases how KCS's staff augmentation services played a critical role in helping Natural Grocers successfully navigate a complex, nationwide POS system upgrade, with tangible benefits that helped to ensure the project's timely and effective completion.



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