



# How a leading retailer scaled IT deployments across **nearly 2,000 locations** in under 12 months

**~2,000**

stores deployed nationwide

**9-12**

months rollout timeline

**10**

stores per day at peak

**10+**

tasks completed per visit

## About the client

A large national retailer operating nearly 2,000 stores requires technology that's secure, flexible and deployable at scale—without disrupting store operations. Since 2013, Moneris Field Services (MFS) has partnered with the client as initiatives evolved from Point of Sale (POS) installations into increasingly complex, large-scale IT rollouts.

Partnering since 2013

## The challenge

Managing a national rollout at this scale meant navigating three critical challenges — each requiring a different kind of expertise:



### Modernize infrastructure

Upgrade legacy POS, racks and networks to support new technologies.



### Deliver at scale

Ensure consistent results across ~2,000 locations with minimal rework.



### Minimize disruption

Complete installations efficiently while protecting store uptime.

## The solution: a disciplined delivery model

Deploying across nearly 2,000 locations left no room for variability. MFS led solution design and rollout planning—combining engineering insight with disciplined execution to deliver a scalable, cost-effective strategy.



### Standardize

Pilot testing and defined procedures

Reducing variability across every location.



### Validate

Technician signoffs and photo documentation

With daily project reviews and immediate issue resolution.



### Execute

After-hours and overnight deployments

Coordinated closely with store teams to protect uptime.



### Govern

Centralized QA, reporting and proactive risk management

Ensuring full client visibility at every stage.

## Projects delivered



### Foundation

2013-2016

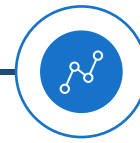
Installing POS, pin pads, communication panels, IT racks, network signal testing and in-store IT support established a reliable operational baseline.



### Expansion

2016-2023

Support expanded to include POS replacement and the deployment of customer-facing technologies such as price checkers, line identification systems and self-checkout solutions.



### Scale

2024-present

Full-scale IT rollouts followed, including network cabling and security infrastructure across nearly 2,000 locations.

## The results



### On-time delivery

All project objectives delivered within planned timelines.



### Consistent execution

Standardized outcomes across a national footprint.



### Reduced operational risk

Minimal disruption while protecting store uptime.



### Cost efficiencies

Fewer site visits, reduced vendor and travel costs.

## Why Moneris Field Services

**350+**  
technicians

**90%**  
of Canadian postal codes

**45+**  
years of expertise

The end-to-end partner built to deploy and support customer-facing technology at any scale.

“

*We looked for opportunities to deliver more value in every visit. Bundling tasks like POS fixes, self-checkout adjustments, signage updates, peripheral checks and minor hardware repairs into scheduled deployments helped reduce costs while improving overall efficiency.*

”

## Need a partner for large-scale IT rollouts?

Contact Moneris Field Services to learn how we can help your business deploy at scale.

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