

Network Infrastructure and Service Support for Global Technology Provider

Summary

AFL provides customers of Comm-Works with installation, repair and maintenance support involving cable and wireless AP, security cameras, retail sales tracking and peripheral device installation activities.

Challenge

Comm-Works is a global technology provider for multi-site corporations and U.S. government agencies. They offer a total portfolio of infrastructure, communications, security and energy management lifecycle services for a wide variety of retail customers with a diverse array of retail sales, tracking and security equipment. AFL's challenge is to provide qualified technicians to provide emergency and routine support requests. Walgreens and CVS refits are recent examples of large-scale rollouts.

Solution

AFL provided direct coordination with Comm-Works' seven teams of project managers and coordinators through their online Tech-Works portal to receive orders and upload deliverables providing immediate response to all support requests.

Results

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