

Case Study

HERM'S SPORT EXCHANGE

YOUR FAMILY  SPORTS STORE

Company Profile:

Herm's Sport Exchange specializes in new and used hockey skates and equipment for London and surrounding communities. Their hockey department selection ranges from entry level for the beginner to the very best skates, sticks and equipment. Herm's is also a family bike sales centre offering a full-service bike shop for all your biking needs. Herm's has been in operation in London for over 25 years.

Situation:

Herm's is a sport equipment icon in London and area. Growth in sales revenues were pushing their existing technology to the limit. Their third-party support company was doing an adequate job focused specifically on the needs of the day as opposed to longer term planning. Email issues, Point of Sale challenges and aging equipment were beginning to hamper Herm's continued success at delivering excellent customer service.

Solution:

fracCIO completed a review of Herm's networking, infrastructure, POS and desktop computers. Documentation of their email flow and network were provided. A call to action, to immediate decommission older PC's to ensure security of Herm's systems. Herm's was provided with some POS alternatives and potential new support vendors.

Impact:

Herm's reduced their security exposures and invested for their continued success.

- Herm's was able to move confidently in the direction of implementing a new POS knowing that their existing systems had been professionally reviewed
- plan for email changes to improve efficiency and branding was put in place
- hired a new day to day support firm
- replaced obsolete PC's and OS's.
 - o eliminated potential security risks associated with older Windows OS's
 - o store owners were educated on the need to retire of Windows 7

Timeline: elapsed time of about 4 weeks – 8 hours of consulting effort

IT Strategy
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