

Reflect and Adapt:

How FSS Delivered for a Top Mattress Company

THE BACKGROUND

When a national mattress company needed assistance with relocating and adding access points (APs), they turned to Federated Service Solutions (FSS) based on a word-of-mouth recommendation. Their prints, maps, and documentation were outdated, necessitating a flexible IT partner capable of completing the job efficiently and accurately.

THE CHALLENGE

As a national manufacturer, the company identified the sites most in need of access point updates, aiming to eventually update all their locations. The task was challenging due to several factors:



Incorrect Prints and Mislabeled Access Points: The existing documentation was often inaccurate, with prints not always reflecting the actual layout and access points being mislabeled. This required Technicians to spend additional time verifying and correcting the information before proceeding with the installation.



Navigating Large Manufacturing Equipment: Technicians had to work around large and sometimes hazardous manufacturing equipment. This not only made the physical installation more difficult but also required careful planning to ensure safety and efficiency.



Scheduling Around Operational Hours: Some of the equipment posed safety risks when operational, so the work had to be scheduled around business hours to maintain operations. This added complexity to the project, as Technicians had to be flexible and work during off-hours to avoid disrupting the company's production schedule.

OUR SOLUTION

To ensure efficiency, FSS focused on preventing Technicians from working in circles. Before starting, we ensured that time was used effectively, avoiding unnecessary going back-and-forth. At each job site, FSS Technicians took the time to familiarize themselves with the space, accurately label access points, and ensure they were correctly positioned. Proper mapping was crucial, as it guided Technicians on cable routing and the complexity of the task. Navigating around stocking shelves is significantly easier than maneuvering around equipment and personnel on the manufacturing floor. The first job site was estimated to take 119 hours but ended up taking 128 hours. This initial experience provided valuable lessons, allowing us to improve our approach for future sites. We learned that investing extra time in preparation led to quicker job completion.

THE RESULTS

Applying lessons learned from the first job, FSS significantly reduced the time required for subsequent projects.

In Plainfield, Indiana, the job was estimated to take 73 hours but was completed in just over 47 hours. We began by verifying the accuracy of the prints and maps, informing the customer of the true locations of access points, and then proceeded to install or relocate APs according to the corrected map. This approach saved both time and money for the customer.

In Phoenix, Arizona, we reduced the estimated bid time by 20 hours after correcting the map.

By leveraging past experiences and site information, FSS ensures that our customers receive the best possible experience.