

## SIM Card Replacement Project

# CASE STUDY

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33,037 SIM cards replaced at 1,800 locations across Canada

## THE PARTIES

PeopleToGo | Technology Service Provider

PeopleToGo's Customer | 3rd Party Logistics Company

End Client | National Canadian Retailer

## THE CHALLENGE

The scope of the hardware refresh project was to collaborate with our customer, a 3rd Party Logistics company, to upgrade 33,037 SIM cards in handheld Portable Data Terminals (PDT) for a large national retailer at 1,800 retail and depot locations spread across all ten provinces and three territories in Canada. If the national retailer failed to complete the hardware upgrade by a specific date, they would face significant penalties from their current cellular carrier, in addition to delays and outages that would affect their daily operations, inconveniencing thousands of clients across Canada.

Since the PDTs were being used in the field by the carriers, our service window was limited to a few hours a day. Plus, we had to diligently coordinate mission-critical software pushes with the on-site hardware activity to minimize disruptions to the national retailer's business.

## THE SOLUTION

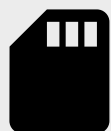
After successfully completing a Canada-wide Windows 7 Refresh project for the same customer in 2017, PeopleToGo was engaged once again to implement a time-sensitive technology solution for a mission-critical SIM upgrade project.



## THE RESULTS

Regardless of the scheduling constraints and adjustments to the scope, PeopleToGo successfully upgraded **33,037 SIM cards at 1,800 retail and depot locations across Canada over 85 business days**. Ultimately achieving the goal of minimizing disruption to the national retailer's operations and ensuring they **did not have to incur any penalties** from their internet carrier.

In doing so, PeopleToGo's performance metric, which surveys the on-site accomplishments, included a **5 out of 5 for project success**.



Upgraded **33,037**  
SIM cards



Visited **1,800** retail  
and depot locations  
**across Canada**



Project averaged **22**  
**site visits per day**



Achieved a **5 out of 5**  
for **project success**  
from customer

The success of this SIM card upgrade project was based on comprehensive planning (resourcing/scheduling/contingency), seamless execution, and solid management from PeopleToGo's PMO that provided daily reporting, reacted quickly to different situations, and worked collaboratively with our customer to achieve the desired business outcome.

Due to the success of this project, three months later, PeopleToGo was engaged again by our customer to complete the same SIM card upgrade project for a subsidiary company for the national retailer at 59 locations across Canada.



## ABOUT PeopleToGo

PeopleToGo is a leading Canadian technology services and staffing company providing skilled IT resources, services, and solutions to companies of all sizes across North America. PeopleToGo was formed in 2000 to provide companies with a reliable, sustainable, and quality on-demand resourcing solution for the expanding IT skills gap.

**WE HAVE 600+ IT RESOURCES WORKING FOR OUR CUSTOMERS DAILY**

By utilizing a collaborative and consultative approach to understand each company's unique business challenges, PeopleToGo helps align the right IT resources to achieve desired business outcomes.

**PEOPLETOGO EMPLOYEES**  
**2,200+** IT RESOURCES  
ANUALLY

**92%** OF OUR CUSTOMERS  
LEVERAGE OUR IT TALENT  
POOL CONSISTENTLY

## CONNECT WITH US

Want to learn more about PeopleToGo and how our services can help your business succeed?

Reach out to [sales@peopletogo.com](mailto:sales@peopletogo.com) or visit [www.peopletogo.com](http://www.peopletogo.com) to learn how PeopleToGo can help you with your business needs.



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