



CLIENT SUCCESS STORY · ENTERPRISE DEPLOYMENT

Complete Infrastructure Overhaul

371 Target locations. 556 technicians. One coordinated national deployment, delivered in three months around live retail operations.

A national retailer modernizing its technology foundation

Target Corporation, one of America's largest retailers, required a comprehensive technology infrastructure refresh across their national footprint. Working through CompuCom, our team was tasked with supporting this massive "Infrastructure Bundle" project that would modernize Target's technology foundation across hundreds of locations.

The engagement touched four distinct technical workstreams at once — server refresh, guest Wi-Fi installation, desktop refresh, and iOS updates — each with its own equipment profile, skill requirement, and site-level sequencing.

LEADERSHIP LEGACY

Under the leadership of Ed Daugherty and the same experienced team that now leads JaxsonRiley, these results demonstrate our proven track record of managing enterprise-scale technology implementations.

371

LOCATIONS

556

TECHNICIANS

3+

MONTHS

Four technical disciplines, 371 sites, zero room for downtime

This project encompassed multiple complex components including server refresh, guest Wi-Fi installation, desktop refresh, and iOS updates across 371 Target locations nationwide.

The scope required coordinating different technical specialties, managing varied equipment types, and ensuring consistent implementation standards across diverse geographic locations.

The challenge was compounded by the need to minimize disruption to Target's daily retail operations while executing these comprehensive upgrades.

Stores had to open on schedule every morning — the deployment had to work around the business, not the other way around.

Multiple specialties

Server, network, desktop, and mobile work each demanded a different technician skill profile.

Varied equipment

Hardware profiles differed site to site, requiring flexible staging and per-location preparation.

Geographic spread

Consistent standards had to hold across hundreds of locations in every region of the country.

Live retail operations

Every upgrade had to land without measurable disruption to daily store activity.

A technical workforce built for the whole scope

Our team provided a comprehensive technical workforce solution that addressed every aspect of Target's infrastructure modernization needs.

We deployed 556 skilled technicians across the country, each trained and equipped to handle the specific technical requirements of this multi-faceted project.

Our team worked closely with CompuCom's project management team, including EUE Director Rusty Heckman and Principal Project Manager Kathy Keus, to ensure seamless coordination and execution.

PARTNER COORDINATION

Rusty Heckman

EUE Director, CompuCom

Kathy Keus

Principal Project Manager, CompuCom

Why it held together: staffing at this scale is only as good as its coordination layer. Matching technician skill to workstream, and keeping one line of communication open with CompuCom's project leadership, is what kept 371 sites on a single standard.

Scope of the engagement

DIMENSION	DETAIL
Timeline	June 12, 2016 – September 14, 2016 (3+ months of intensive deployment)
Scale	371 Target locations across the United States
Resources	556 specialized technicians deployed

Comprehensive deliverables completed

2,040

computers refreshed and updated

11,316

iOS devices updated and configured

371

Wi-Fi devices installed for enhanced guest connectivity

22

servers refreshed and optimized

Enterprise scale, delivered on schedule

The successful completion of this massive infrastructure overhaul demonstrated our team's capability to manage complex, multi-component technology projects at enterprise scale.

This achievement reinforced our position as a trusted partner for large-scale technology implementations that require both technical expertise and superior project coordination.

ENGAGEMENT AT A GLANCE

13,749

Devices touched
across all
workstreams

371

Sites brought to a
single standard

556

Technicians sourced,
trained, deployed

94

Days from first site to
final close-out

The same leadership team that ran this deployment now runs JaxsonRiley.

The sector changed; the discipline didn't. Sourcing at volume, matching skill to scope, and holding a standard across hundreds of sites is the same work as placing the right leader in the right nonprofit.

Inspired by this success story?

Whether you're scaling a team, filling a hard role, or standing up a program from scratch, we're glad to talk it through. Get in touch to start your journey toward outstanding results.



Ed Daugherty

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