



## Case Study: Large Corporate Retail Reseller

**Summary:** This large corporate retail reseller is the leading off-price retailer of apparel and home fashions in the U.S. and was ranked in the 2016 Fortune 500 listings. With more than 1,000 stores in the United States and close to 500 stores in Canada with locations in the United Kingdom, Ireland, Germany, Poland, Austria, and the Netherlands this company has achieved great success within the industry

**Challenges:** A large corporate retail reseller needed a valued partner to help with the technology needs as they sought expansion among their brands. They needed a partner that could provide OEM and Depot support, handle fluctuation as projects dictate and have dedicated personnel to coordinate with corporate initiatives.

**Solution:** With extensive history in OEM and Depot Repairs, WCA was an ideal partner. WCA has over 100,000 square feet for imaging, configuration, shipping, receiving and storage. WCA has dedicated leadership including two project managers and has extended its business to accommodate the client's needs. WCA is also able to coordinate shipping with ease to Canada and provide expedited shipping beyond standard business hours. Break fix solutions and professional services are also services WCA provides to this large corporate retailer.

**Benefits:** By providing these services, WCA is able to coordinate a seamless process for this corporation to continue their expansion efforts and maintain exceptional expectations within their current stores. With this large retailer having their headquarters located just 90 miles from the WCA headquarters in Southwick, MA, it provides them with the ability to work with a locally owned and operated company. WCA is able to coordinate daily deliveries by WCA employed drivers in addition to expedited shipping due to our location.

*"As a company, we pride ourselves in our flexibility and exceeding customer expectations. These principles are applied daily within our work and can be seen through our product procurement, facility capabilities, secure third-party services, and flexible shipping/receiving" says Paul Whalley, Vice President of Whalley Computer Associates.*

### Industry

Corporate Retail  
North America

### Environment

- International
- 24 x 7

### Challenges

- Personnel
- Shipping
- Project load

### Solution

- Depot Services
- OEM Services
- Expedited shipping
- Shipping to Canada