



Case Study

Installation of Apple Mobile Monitors

In 93 Apple Retail Stores across APAC & EMEA



End User Profile: The American multinational technology company, Apple Inc. with a revenue of circa. \$215 Billion.

Customer Brief: Two of our valued channel partners approached Orion Global to assist and provide technicians around the globe to install Apple Mobile Monitors.

Orion Global MS Solution: There are 496 Apple retail stores across the globe. To fulfil this project, Orion Global provided 93 Level 2 & Level 3 technicians across APAC & EMEA.

Each technician studied and successfully passed a rigorous training programme to enable the smooth installation of over 100 Apple Mobile Monitors in 93 retail stores.

Local technicians with local language skills were dispatched to retail sites in countries such as, Australia, France, Germany, Sweden, Hong Kong and Japan. Each install took 8—15 hours and upon completion of the project, Orion Global technicians achieved a 100% attendance rate. The Mobile Monitors are integral to the day to day operations within the Apple retail units, enabling visual marketing and demonstrations to customers in store.

Key Facts



Installation Services across 93 Apple Stores



Trained, local technicians with local language skills



Dedicated Prince2 Project Managers & Service Delivery Team



Apple Mobile Monitor Installations in countries across APAC & EMEA

