

CASE STUDY

EXECUTING A 372-LOCATION DEPLOYMENT ACROSS NORTH AMERICA IN 60 DAYS



HOW DO YOU REPLACE BATTERIES AT SCALE WITHOUT DISRUPTING OPERATIONS?

THE CHALLENGE:

LARGE-SCALE DEPLOYMENT, TIGHT TIMELINE.

A major OEM faced a critical product issue requiring battery replacements across 372 retail locations throughout North America. The deployment needed to be completed within 60 days while stores remained fully operational.

Key challenges included:

- Coordinating deployment across hundreds of active retail locations
- Meeting an aggressive 60-day timeline
- Maintaining normal store operations and customer experience
- Managing logistics, staffing, and training at scale
- Providing real-time visibility and communication across all sites

THE SOLUTION:

CENTRALIZED, RAPID-RESPONSE EXECUTION.

Stratosphere Quality rapidly mobilized nationwide field response teams and implemented a centralized deployment strategy designed for speed, consistency, and minimal disruption.

The approach included:

- **Rapid deployment** of trained field technicians across North America
- **Standardized work instructions** to ensure consistency and quality
- **Centralized project management** to coordinate all locations
- **Real-time reporting and communication** through the SOLAR platform
- **Flexible scheduling** to work within active retail environments

This deployment model enabled fast, consistent execution across geographically dispersed locations without interrupting daily operations.



THE RESULTS



**FAST EXECUTION.
ZERO DISRUPTION.**

- ✓ SUCCESSFULLY COMPLETED DEPLOYMENT ACROSS **372 LOCATIONS** BEFORE THE **60-DAY DEADLINE.**
- ✓ REDUCED STRAIN ON THE OEM'S INTERNAL TEAMS BY **FULLY MANAGING EXECUTION**
- ✓ MAINTAINED **UNINTERRUPTED OPERATIONS** ACROSS ALL LOCATIONS

Through a highly coordinated, rapid-response approach, the OEM was able to resolve a widespread product issue without disrupting day-to-day retail operations. The deployment not only met aggressive timelines, but also maintained consistency, visibility, and customer experience across every location.



AVOID COSTLY DOWNTIME

POWER YOUR NEXT DEPLOYMENT WITH STRATOSPHERE QUALITY

When speed, scale, and precision matter, the right partner makes the difference. Stratosphere Quality delivers rapid-response deployment solutions that keep your operations running while critical issues get resolved.

Let's talk about how to execute your next large-scale rollout with confidence.



◀ **SCAN, CLICK**

OR **CALL 877-224-8584**