

CASE STUDY: European Wax Center



OVERVIEW

With over 1,100 locations, European Wax Center has been providing their clients with a first-class experience since 2004.

CLIENT CHALLENGES

- ✓ Digital transformation – architecture an impediment to key initiatives
- ✓ Customer experience – technology & support affecting customer satisfaction
- ✓ SaaS PoS deployment
- ✓ Cybersecurity vendor underperforming
- ✓ Inability to effectively handle Tier 2 & 3 support needs
- ✓ Competitive threats – limitations not enabling client to innovate

NETRIO SOLUTION

- ✓ Managed IT services – remediate & manage
- ✓ Device management – 24/7/365 monitoring
- ✓ Hardware, software & application support
- ✓ Carrier management
- ✓ RMN of endpoint protection
- ✓ Supported Infrastructure: firewalls, wireless access points, windows/mac workstations, iPads, Windows/Linux servers
- ✓ OEMs supported: SonicWall (Dell), Apple, Sophos, Carbon Black

WHY NETRIO?

- ✓ Expertise to compliment EWC staff
- ✓ Deep experience in retail
- ✓ Ability to assist EWC in architecting a solution that meets compliance requirements
- ✓ Strong project management plan
- ✓ Orchestration with POS initiative
- ✓ Cost savings – time & money

OUTCOMES

- ✓ **Customer experience improvement by delivering & supporting a better in-store experience**
- ✓ **Acceleration of strategic initiatives**
- ✓ **Higher revenue driven from new online applications**
- ✓ **Lower cost structure**
- ✓ **Scalability**
- ✓ **Shortened interval for new store openings**