
House of Fraser

Concession I.T. Implementations Policy

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1. OVERVIEW

1.1 Introduction

This document contains advice and guidelines on I.T. implementations for concessions that are coming into House of Fraser in both new and existing stores.

The guidelines contained within this document must be adhered to unless prior written agreement has been obtained from the House of Fraser Service Delivery Team. Contact details can be found on page 14.

2. GENERAL

All I.T. requirements must be communicated by the concession to the House of Fraser Service Delivery Team at SSC-IT-SERVICE@HOF.CO.UK for review and sign off.

These details must be received by the Service Delivery Team at least 4 weeks before any planned install commences.

Whilst some of the newer House of Fraser stores have a structured cabling system, many do not. This may have an impact on certain aspects of a concessions I.T. implementation. Please do not hesitate to speak to the Service Delivery Team if you have any queries regarding the cabling infrastructure in our stores.

Any concession which requires equipment to be placed on the sales floor must have written agreement from the Retail Development team, based at the Store Support Centre in London. This team can be contacted on 0207 003 4000.

3. NETWORKS AND OTHER TELECOMMUNICATION SYSTEMS

3.1 General

Direct connectivity to the House of Fraser network is not permitted under any circumstances.

All connectivity to external systems should be achieved through independent, dedicated circuits e.g. ADSL.

3.2 Wireless Networks

House of Fraser utilises 802.11b/g wireless networks. Therefore, to avoid interference, the deployment of wireless technology is not permitted.

Concessions must ensure that any wireless capable routers that are installed have their wireless functionality disabled.

3.3 External communication lines

Concessions are responsible for all external lines of communication (ADSL, ISDN) that they install

This includes (but is not limited to)

- Ordering
- Billing
- Maintenance
- Fault resolution

3.3.1 Stores with Structured Cabling Infrastructure

When a line is ordered, the provider should be instructed to terminate the required line in the main computer room of the store. Termination at any other location is not permitted.

House of Fraser maintains responsibility for presenting the line to the required location, e.g. concession comms room.

In existing stores, patching will be carried out by store staff who are based on site. For new store openings, however, this patching may be carried out by the store opening I.T. team

This team will visit a new store usually on a fortnightly basis and carry out all patching of telephone lines that have been installed by BT. Details of these site visits can be obtained on request.

Please note, therefore, to aid patching (especially in new stores when patching may be carried out when a concession is not on site), it is important that the order is placed in the name of the concession (as opposed to parent company or phone provider). Any deviation from this may result in a delay to your line being patched to the required point.

3.3.2 Stores with Unstructured Cabling Infrastructure

When a line is ordered, the provider should be instructed to terminate the line in the location that has been agreed for the equipment

3.3.3 Availability of data and power points

Data and power availability will vary according to the store. Please contact Service Delivery Team with your requirements at least 4 weeks in advance of any installation of equipment as your requirement may necessitate more power or data than is currently in place.

Please note that the cost of the provision of power and data is to be met by the concession. Other unanticipated costs may be incurred.

4. CASH AND WRAPS

4.1 Key Requirements

A copy of the shop fit plans showing minimum dimensions can be viewed at <http://www.hofsuppliers.co.uk/info/ITImplementations.html>

Where concessions use their own design of shop fit, please note that in order for HoF EPOS equipment to be installed successfully the following points must be adhered to.

- Enough space must be allowed on the cash and wrap top to allow room for equipment to be laid out in the following way
 - Printer furthest away from the wrapping and bagging area
 - 5cm clearance to the left of the printer in order to allow an A4 sheet of paper to be fed through for House of Fraser Card account openings.
 - Phone and scanner nearest to bagging/detagging area
- Enough cable management holes on cash and wrap top to allow cables to be managed effectively (at least three, each to be a minimum of 50mm diameter) and all cable management holes to have a route (at least 50mm) into the cupboard which houses the base unit
- Holes for venting at the top of the cupboard that houses base unit in order to prevent overheating
- Movable shelf in cupboard to allow base unit to be raised. This allows the base unit to be positioned adjacent to venting holes and also means that the base unit can be positioned in such a way as to stop other items (e.g. carrier bags) being stored near the base unit of the till, which can cause overheating.
- Access panel in the bottom of the shop fit to allow access to power and data points
- Responsibility for fixing any cash drawer fascias lies with the concession
- Concession shop fits must be completed 3 weeks in advance of store opening unless otherwise agreed by House of Fraser. This is to allow for installation of HoF EPOS equipment as well as stock builds, etc.
- The location of the supplier's equipment (as opposed to House of Fraser's EPOS equipment/telephone), e.g. routers must be approved by the I.T. Implementations Team in advance
- Should you require any guidance on the design of cash and wraps (from an I.T. perspective), please do not hesitate to contact the I.T. Implementations Manager (contact details are on page 14)

4.2 Photos showing examples of shop fits

Figure 1

Example of a cash and wrap that allows HoF I.T. equipment to be laid out to the correct standards



Figure 2.

The cable management of HOF till equipment

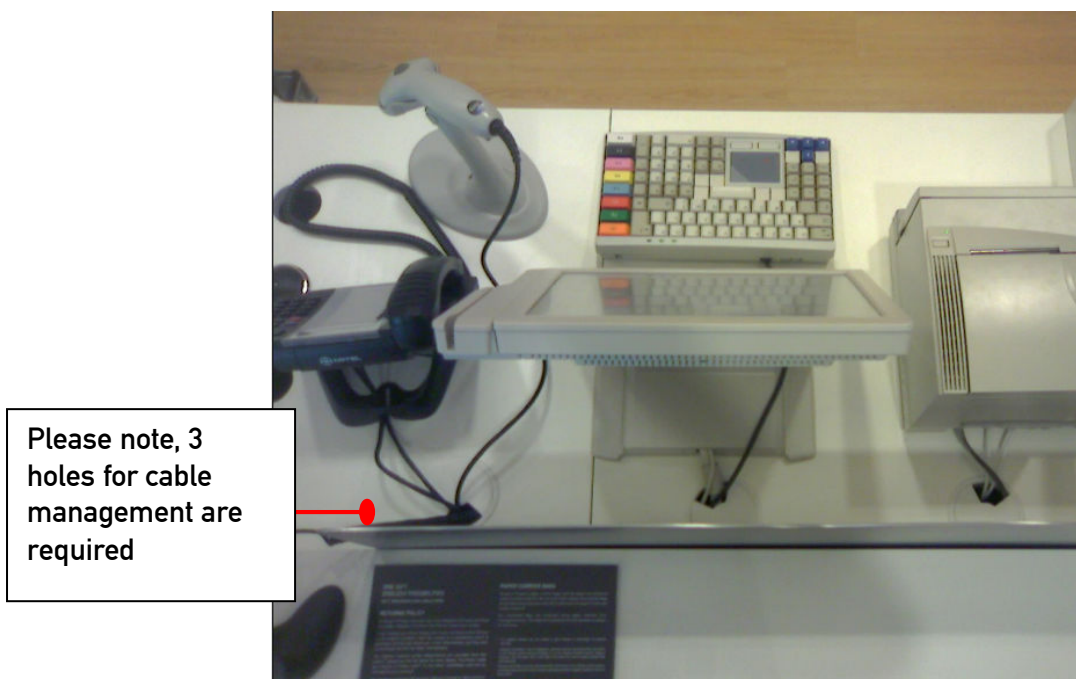


Figure 3

Cable management holes

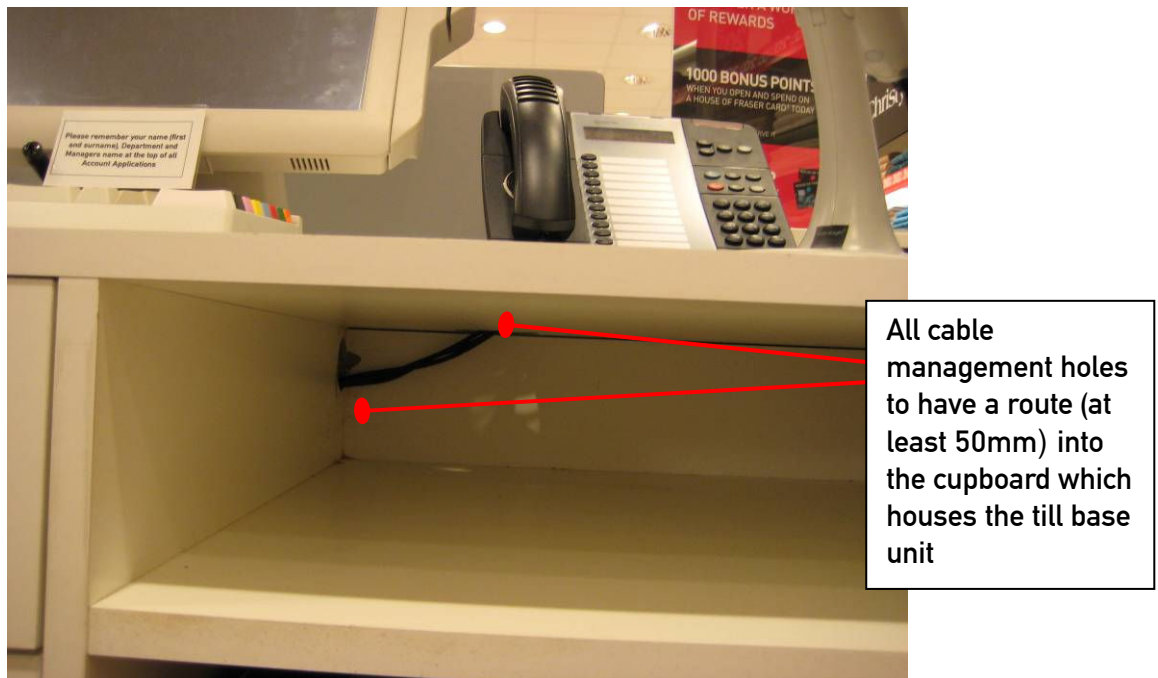


Figure 4

Example of a cash and wrap that does not allow HoF I.T. equipment to be laid out to the correct standards (part one)

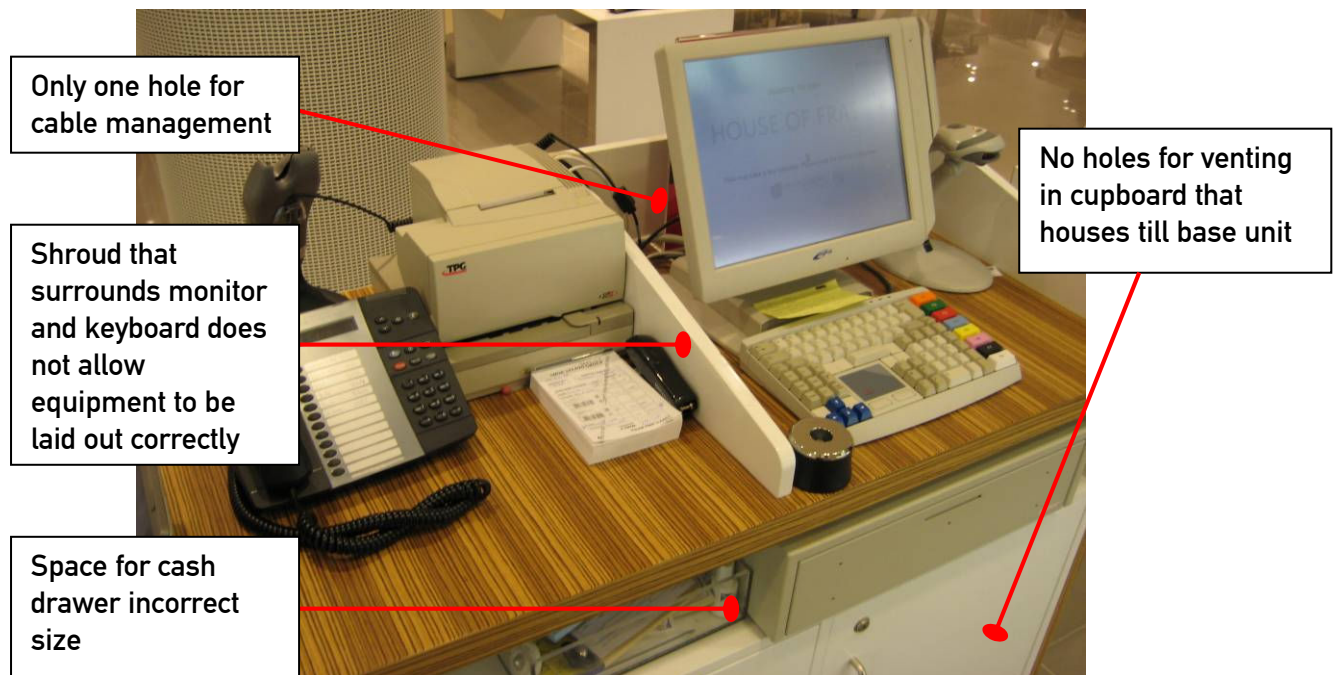


Figure 5

Example of a cash and wrap that does not allow HoF I.T. equipment to be laid out to the correct standards (part two)

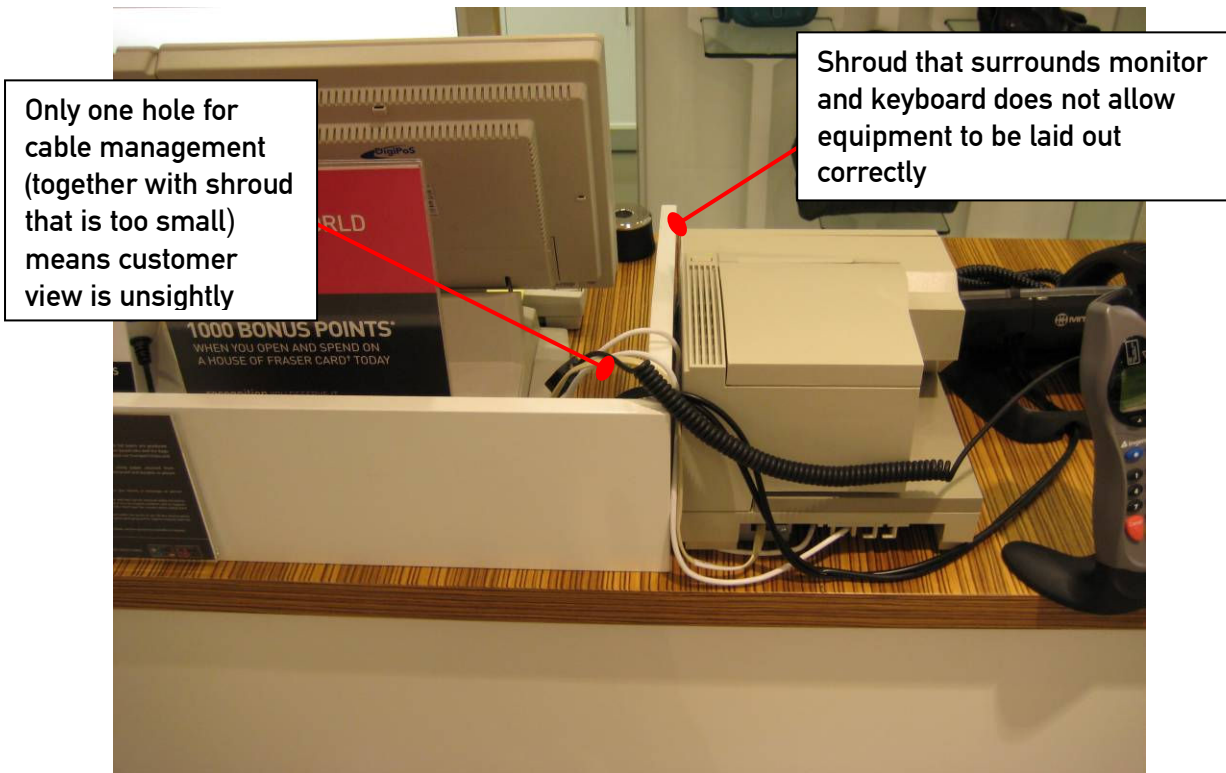


Figure 6

View of cupboard for base unit with vent holes next to base



Figure 7

View of cupboard with open door showing moveable shelf and hatch to access power and data



4.3 Shop Fit Plan

A plan detailing minimum specifications for concession shop fits is available to view at:

<http://www.hofsuppliers.co.uk/info/ITImplementations.html>

5. MISCELLANEOUS

5.1 Deliveries of equipment into stores

All House of Fraser stores operate a timed delivery system.

Deliveries into stores must be pre-booked with the store's Selling Support Team.

Deviation from the arranged time may result in your delivery being turned away.

Please allow 3 days notice when booking deliveries especially in new stores where time slots may be subject to the site contractor's delivery schedule as well as the store's.

5.2 Disposal of rubbish

Disposal of rubbish is the responsibility of the concession. Please speak to the Selling Support Team in store for guidance on how this should be done

6. CONTACT DETAILS

In the first instance please send any queries about implementations to SSC-IT-SERVICE@HOF.CO.UK

For support queries, please contact the I.T. Service Desk on 0203 450 2957, or email them on HHOFIS@HOF.CO.UK