GAGITECK INC.

Whitepaper

The Multi-Site Rollout Playbook

How to run a technology deployment across dozens or hundreds of locations without revisits, surprises or missing closeout proof

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Key takeaways

- Most rollout cost overruns come from revisits, and most revisits trace back to a site that wasn't ready or a scope that wasn't specific.
- Run a pilot at one representative site first and turn what you learn into the standard scope for every site type.
- Confirm power, network, circuit, access and materials for each site before a technician is dispatched.
- Staff in regional waves with named technicians and a backup for every wave.
- Define a photo and sign-off standard up front so every location closes with the same proof.

1 Why multi-site rollouts go wrong

A rollout is the same job repeated many times, so small gaps repeat too. A scope line that is vague at one site becomes a change order at fifty. A technician who arrives to find the circuit not installed costs a trip, then costs another one when the visit is rebooked.

Across retail, restaurant and branch programs, the same causes show up again and again:

- Scopes written for an ideal site rather than the real mix of site types.
- Sites dispatched before power, network, circuits, access or materials were confirmed.
- A different technician, with different habits, at every location.
- Out-of-scope requests handled on the spot with no record or approval.
- Closeouts that consist of a technician saying the work is done, with no photos or sign-off.

Each of these is preventable with process rather than heroics. The five phases below are the process.

2 Phase 1: Standardize before you schedule

Start with a pilot at one site that represents the most common site type. Use it to time each task, find the parts that are always missing, and see where the plan meets the building.

Turn the pilot into a standard package for each site type: a statement of work, a bill of materials, a task list in order, and acceptance criteria that say what done looks like. If your portfolio has three store formats, you need three packages, not one package with exceptions.

Write acceptance criteria that a third party could check: devices installed and labeled, tests passed, photos taken from specific angles, the store manager's sign-off captured. Criteria like 'install complete' cannot be audited.

3 Phase 2: Confirm site readiness

A site is ready when everything the technician needs is true before the truck rolls. Build a readiness checklist and require it to be green before a site enters the schedule:

- Power: dedicated circuits and outlets where equipment goes.
- Network and circuits: carrier circuit installed and tested, demarc location known.
- Access: on-site contact, hours, keys or badges, and any landlord or mall rules.
- Materials: equipment shipped, received and staged, with tracking confirmed.
- Trading hours: the work window agreed with the site manager.

A short pre-visit site survey, in person or by photos from the site manager, catches most surprises. It is much cheaper than a failed visit.

4 Phase 3: Staff and schedule in waves

Group sites into regional waves so a crew can complete several locations in sequence. Waves make travel predictable and let you apply lessons from early sites to later ones.

Assign named technicians to each wave and share their names with each site before the visit. Keep a backup technician for every wave; illness and weather will happen. For larger programs, keep the same core technicians across waves so quality stays consistent.

Hold a short kickoff with each wave's technicians to walk through the standard package, the photo standard and the escalation path.

5 Phase 4: Control the work on site

On site, the technician follows the standard task list and checks in and out with the project team. The single most important rule is that anything outside the scope gets a call before it gets done.

Give technicians a clear escalation tree: who to call for a missing part, who approves extra work, who handles a site manager who wants something different. Record every approved change so it can be billed correctly and added to the standard if it keeps coming up.

6 Phase 5: Prove every closeout

Closeout is where a rollout earns trust. Define a closeout package and require it for every site:

- Photos of each installed device, rack, label and cable path, taken to a standard.
- Test results where they apply, such as cable certification or circuit turn-up.
- A punch list of anything left open, with an owner and a date.
- Sign-off from the site contact.

Feed each closeout into a single program tracker so leadership can see status across every location at once.

7 What to measure

A few measures tell you whether the program is healthy:

- First-time completion rate: sites finished on the first visit.
- Revisit rate and the reason for each revisit.
- On-time arrival within the agreed window.
- Open punch items per site, and days from visit to complete closeout.
- Approved change orders per site, which point to gaps in the standard scope.

Review these after each wave and update the standard package. A rollout should get faster and cleaner as it goes.

✓ Checklist

- [ ] Pilot completed at a representative site and timed
- [ ] Standard package (SOW, BOM, task list, acceptance criteria) for each site type
- [ ] Readiness checklist green before each site is scheduled
- [ ] Sites grouped into regional waves with named and backup technicians
- [ ] Escalation tree and change-approval process shared with technicians
- [ ] Closeout package defined: photos, tests, punch list, sign-off
- [ ] Program tracker and wave reviews in place

About Gagiteck Inc. Gagiteck Inc. was founded in 2020. Our leadership brings over 30 years of experience in the IT industry. Gagiteck is a national IT field services company headquartered in Tampa, Florida, with technicians in all 50 states. Its companies include IT Deployments (itdeployments.com) for multi-site field services and Gagiteck Installs (gagiteckinstalls.solutions) for smart home and building technology.

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