

## AFL Supports East Coast Conversion Project for Wells Fargo

### Summary

AFL completed multiple site visits to support hardware and system conversion activities related to converting existing legacy Wachovia retail branches to Wells Fargo go forward systems.

### Challenge

Convert 813 legacy Wachovia retail locations to Wells Fargo within a condensed time frame while managing multiple project scopes and regions simultaneously.

### Solution

Site locations included 350 in Florida, 147 in South Carolina and 316 in North Carolina. To manage all these sites, AFL created a *best practices* system and deployed these procedures throughout the entire project and in each region.

- 100% dedicated project manager that is available the entire duration of the project
- Technicians to arrive to designated site on time; if late, must notify AFL project manager immediately
- All technicians required to wear AFL shirt and badge
- Perform quality control—product and employees
- Manage and obtain the required manpower
- Build relationships with contacts (including general contractors, employees and customers) through teamwork and communication
- Availability and attention to detail is required by all employees assigned to the project
- Provide timely and accurate feedback to the customer
- Direction and support to employees and peers
- Establish internal check-in/check-out procedure for technicians performing work within the project scope
- Understand applicable permit requirements
- Adequate material supply

AFL also created and applied service measurements to ensure quality control and remote management of a large project of this size.

- All work will be performed in accordance with proper standards and the scope of work.
- On-site arrival time is measured via technician check-in phone call.
- AFL shirt, badge and valid driver's license are required.
- Adequately equipped with tools and materials.
- Zero tolerance on violation of work standards.

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## AFL Supports East Coast Conversion Project for Wells Fargo (cont.)

### Results

During peak times throughout the project each region had multiple scopes occurring simultaneously. Below is a sampling of the number of sites managed for one day where each region overlapped. Network hardware installs and interim image phases did not occur at the same time.

#### Florida

- Disconnect/Reconnect Sites (after business hours)—25. One technician required for each site; and dependent upon scope, multiple technicians required.
- Network Hardware Install Sites (after business hours)—15. One technician required for each site.
- Cabling Sites (during business hours)—10. Cabling teams of at least two technicians required.

#### South Carolina

- Disconnect/Reconnect Sites (after business hours)—25. One technician required for each site; and dependent upon scope, multiple technicians required.
- Cabling Sites (during business hours)—10. Cabling teams of at least two technicians required.
- Interim Image sites (after business hours)—15. One technician required for each site.

#### North Carolina

- Disconnect/Reconnect Sites (after business hours)—25. One technician required for each site; and dependent upon scope, multiple technicians required.
- Network Hardware Install Sites (after business hours)—15. One technician required for each site.
- Cabling Sites (during business hours)—10. Cabling teams of at least two technicians required.

### Regions by Date

Location	Start Date	Account Conversion Date
Florida	Jan. 14, 2011	July 8, 2011
South Carolina	March 21, 2011	Sept. 16, 2011
North Carolina	April 11, 2011	Oct. 14, 2011

