

Telecommunications

FTS offers the following services to help meet Publix telecommunication needs:

- Coordination of overall service plans for voice, data, and cabling.
- Coordination of adds, moves, and changes for all telecommunication services.
- Creation of communication designs for new system installations.
- Management of support services for two-way radios, cellular phones, and pagers.
- Implementation of new telecommunication technologies.

Call Center Administration

The FTS Call Center, which is responsible for receiving and dispatching service calls, provides the following administrative services:

- First-level support, including problem determination.
- Scheduling and tracking activities of retail service/implementation technicians.
- Tracking and maintenance of billing from external service providers.



Depot (Bench) Repair

The Depot Service Center is responsible for repairing Publix-maintained equipment at the component level. Other services include:

- Technical support for service technicians.
- Testing equipment and warranty work provided by external suppliers.
- Shipping/receiving of equipment for new stores, remodels, and special projects.
- Warehouse inventory management and parts tracking.
- Recycling of old equipment.

For More Information

For more information about FTS services, please contact us at the address below.



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Facilities Technology Services

The Pinnacle Service Center



Who We Are

Facilities Technology Services (FTS) is an organization within the Facility Services Group that provides technical services and support for the retail, office, and warehouse environments of Publix Super Markets.

The primary responsibilities of FTS include the management and maintenance of Information Technology (IT) hardware, as well as the planning, design, and support of telecommunication systems and networks.

These responsibilities are managed internally within Publix, wherever feasible, or outsourced externally through qualified suppliers and other service providers.

Our Mission

FTS continually strives to be the Pinnacle Service Center, unsurpassed in quality, technology, and expertise. We are relentless in our pursuit of continuous quality improvement and expect the same high standards of quality and accountability from the suppliers we do business with.



What We Do

FTS provides the following services and support functions for Publix retail stores, offices, and warehouse facilities:

- Decision Support
- Equipment Maintenance
- Telecommunications
- Call Center Administration
- Depot (Bench) Repair

Decision Support

FTS is accountable for controlling the installation and maintenance costs related to IT hardware/equipment. The Decision Support (DS) team within FTS performs the following functions:

- Development of equipment support plans.
- Development of service level agreements and maintenance contracts.
- Creation and maintenance of Request for Quote (RFQ) and Request for Proposal (RFP) documentation.
- Recommendation and selection of external service providers.
- Evaluation of supplier performance.
- Coordination of project hardware logistics and deployment.



Equipment Maintenance

FTS oversees the troubleshooting and maintenance of all equipment in Publix facilities, including:

- Computers (servers, workstations)
- Printers
- Cash registers
- Scanner scales
- Network devices (switches, routers)

In addition, FTS is responsible for:

- Equipment installations for new stores and remodel projects.
- Project implementation of new IT equipment.
- Fulfillment of equipment/service requests and special projects, including staging for all office/warehouse and retail equipment.