

Optical Retail Store Chain



CASE STUDY

Major Retailer with 700+ Locations

**Human Crafted.
Enterprise Optimized.**

Overview:

This customer has over 700 locations nationwide. Their current Managed Mobility Services Provider was inadequate in providing the support they required for tablet deployments across their retail operations nationwide. They were undergoing a modern transformation from outdated processes and legacy systems and sought out modern technology solutions. They needed a technology partner who could manage the full cycle of their mobility ecosystem for this next phase of their business transformation.

Key For Success:

Find ONE partner with a full-suite of reliable managed mobility solutions that are supported by industry-leading experts and will help them optimize performance, track inventory, reduce costs, and mitigate risks.

Challenge:

- Outdated devices constrain productivity and customer service
- Current MDM tools not up to the complex task of tablet deployment
- The low-cost provider of tablets isn't the right partner to manage a large tablet migration and provide ongoing support for tablets in stores

Solution:

- Spectrotel was selected to manage tablet deployment company-wide
- Aggressive project plan with beta and pilot deployments before large scale rollout
- Configure devices using a new more accurate and secure MDM. Assist new tablet users throughout the process
- Pre-ship checklist ensures devices are loaded with the right software, accessories and user docs, pre-charged so they're ready to use
- Provide end to end support for devices in the field. (E.g. "Cleanse" and re-issue tablets recovered from terminated employees.)
- Tablets and accessories stored in secure, climate-controlled facility that exceeds mfg environmental specifications
- Track tablets, users and spare inventory

Result:

- 5,000 devices (~20 pallets) deployed in 6 months - enabling use for inventory management, mobile point of sale, product training, scheduling, customer assistance, communication, and queue management
- Employees are more agile, informed, and responsive, for improved productivity and enhanced customer experiences
- Visibility and Insights for Executives – they are now informed on status of deployments through inventory management portal and monthly project reviews
- **Contract renewed!**

Enterprise Managed Mobility, Your Way.

Leveraging our partnerships with industry leaders, we seamlessly weave the most effective and leading-edge technologies into every solution we craft. This customer's solution included a full Managed Mobility Services (MMS) Solution.

