

Deploying 5,000+ handheld devices *Technisource helps streamline order & delivery processes*

Results at a Glance

Problem

Needed to install 5,000+ new handhelds and provide user training for the hardware and software to 2,500+ sales and delivery routes

Solution

Rolled out over 5,000 new handhelds to the client's associates

Trained each user within a two-week time frame prior to going live and also one week after deployment

Results

Successfully installed over 5,000 handhelds

Training and support ensured no downtime for end users

Realized savings through inventory management and less time spent during the order and delivery process

Client Profile

As one of the leading bottling manufacturers and distributors, this client's portfolio includes some of the world's most recognized beverages. With global headquarters in Texas, this client has approximately 20,000 employees, 24 manufacturing facilities, and operates more than 200 distribution centers across North America.

Business Problem

The client needed a partner that understood both wireless and handheld infrastructure to deploy equipment and provide training for new handheld hardware and software to more than 1000 sales routes and 1500 delivery routes. They selected the Symbol® handheld and Apacheta® software. All of the devices needed to be staged and kitted prior to arriving for deployment.

The Technisource Solution

Technisource was engaged to discuss the different alternatives that were in the marketplace relating to WLAN infrastructure. This relationship provided an opportunity for Technisource to serve as their key deployment partner in the roll out of over 5,000 handhelds to their associates.

Using Technisource's sound project management methodology, online status reporting and logistical best practices, the client received outstanding results. Small group or individual, hands-on training classes were held for all users of the new handhelds during the two-week period prior to going live. In addition, Technisource provided one week of "go live" support and one week of post launch support.

Value Delivered

User training classes and initial maintenance support allowed for a seamless "go live" experience. Technisource's proactive training classes and post-deployment support ensured the client experienced no downtime in deploying these new devices, many of which involved transferring from a paper system.

The deployment of the handheld devices helped the client realize cost savings through inventory management and a streamlined delivery and order process.