

ACHIEVING RESULTS FOR OUR CLIENTS

## Food and Beverage Distributor Deploys SmartSIM in Handheld Computers for Drivers and Warehouse Employees

### Client Profile



**Industry: Fresh Food and Beverage distributor**



**Locations: 30+ distribution centers**



**Carriers: Verizon and AT&T**

### Situation



Handheld computers not functioning due to connectivity issues



Processing and distribution was being disrupted



Forced to frequently submit RMAs



Problem was impacting customer service

### Solution

The customer ordered a paid trial to evaluate SmartSIM connectivity in 150 handheld computers. During the test period, not one device lost connectivity. All 150 devices used by drivers maintained persistent connectivity due to auto-failover occurring an average of 96 times per month. This performance prompted the customer to order thousands of SmartSIMs for their handheld devices.

### Results

- Employees with mobile hardware have persistent connectivity and redundancy
- Warehouse and delivery disruptions due to poor connectivity have been eliminated
- Alerts and real-time reporting enables stakeholders to proactively manage data plans
- Saves IT team hundreds of hours per month tracking and troubleshooting mobile hardware and connectivity problems