

ACHIEVING RESULTS FOR OUR CLIENTS

**“Having a SmartSIM is like having a Maytag.
It’s that reliable.”** – Telecom Services Manager

Details

- **Client Profile**
Food and related products supplier
- **Device Type**
Handheld computers
- **SIM Count**
10,000
- **Application**
Fleet/drivers

Problem

The company was in the process of rolling out new handheld computers and software for drivers throughout the state of New York. During the deployment, drivers started losing connectivity and it was disrupting operations and impacting customer service. The company’s IT team thought it was a hardware issue but discovered the Verizon SIM wasn’t performing as needed on certain routes, and they couldn’t get the support they needed to fix the problem.

Solution

The company initiated a SmartSIM trial in 130 handheld computers used by drivers in New York. During the test period, the multi-carrier SmartSIM eliminated connectivity issues and trouble tickets and related call volume went down by 80 percent. As a result, the company deployed SmartSIM in handhelds for its entire New York fleet.

Result

The multi-carrier aspect of SmartSIM provides New York drivers with persistent connectivity no matter their location. The IT team is no longer bogged down with trouble tickets and calls about connectivity problems. Company stakeholders were so impressed with the solution that they decided to equip their nationwide fleet with SmartSIM-enabled devices.