

Retail Use Case



National Retailer Enhances Store Operations with SmartSIM-Enabled Handheld Computers

Client Profile



Industry:
National specialty retailer



Locations:
3,000 stores



Carriers:
Verizon and AT&T

Situation



Needed reliable coverage for handheld computers used by store personnel



Employees were experiencing handheld device/connectivity issues



Stakeholders were disappointed with the support from their carriers



The problem was affecting productivity and customer service

Solution

Advantix's engineering team solutioned SmartSIM multi-carrier connectivity for thousands of devices in stores throughout the U.S., Canada and Mexico. Advantix specialists also designed a managed services package that included ongoing expense management, cost allocation back to stores, geolocation services to help track devices, and real-time reporting on carrier switches and other network stats.

Results

- Enabled thousands of handheld devices with persistent connectivity and redundancy inside and outside of stores
- Simplified SIM management and enabled proactive data-plan management with ongoing TEM optimization
- Saved tech teams many hours of headaches from troubleshooting mobile and hardware connectivity problems
- Saved \$60,000 a month in mobile expenses to fund a technology/equipment refresh