



# CASE STUDY

## Advantix SmartSIM Keeps Logistics Hub Operational During a 5-Day Network Outage

### Details

- **Client Profile**  
International Logistics Company
- **Device Type**  
Mobile routers & handheld computers
- **SIM Count**  
1850+
- **Application**  
Warehouse/driver WAN connectivity

### Solution

IT staff already had a SmartSIM onsite because they were planning to test its performance connecting to multiple carriers in Canada. When the outage occurred, they installed the SmartSIM in their mobile router. An Advantix engineer worked with them over the phone to configure it and re-establish connectivity.

### Situation

One of the company's Canadian hubs lost connectivity due to a network outage from a major fiber cut. The hub's primary and back-up cellular solution were on the same carrier network so both were lost after the fiber cut.

### Result

Advantix's solution and technical support enabled the company's facility to continue operations for several days while its primary and back-up connectivity solutions were down. Company stakeholders were so pleased that they started deploying SmartSIM in other facilities and in handheld computers used by drivers.