



CASE STUDY

Wholesale Distributor Deploys Voyager Voice™ in Rugged Handheld Devices for Drivers

Client Profile



Industry

Wholesale distribution



Locations:

160 distribution centers



Fleet:

2,000 trucks/drivers



Employees:

12,000

Situation

The company's drivers used multi-carrier SmartSIM for data connectivity and AT&T for voice services. After a major AT&T network outage that disrupted operations, leadership inquired about Advantix's Voyager Voice™, a multi-carrier voice solution ensuring uninterrupted calls by seamlessly switching carriers if coverage is lost.

Solution

The company arranged a demo to evaluate Voyager Voice and its capabilities across select routes. Advantix configured AT&T as the company's preferred carrier. During the demo, drivers enjoyed crystal-clear voice quality on their handheld devices, with zero dropped calls – even in rural dead zones. Impressed by the results, stakeholders decided to implement Voyager Voice services across all driver devices.

Results

- Provided near-zero-touch setup and activation, including porting
- Enabled thousands of rugged devices with voice services
- Eliminated the need for a second voice device
- Redundant and worry-free service keeps communications lines open and deliveries flowing