



CASE STUDY

From Coverage Gaps to Seamless Connectivity: SmartSIM Transforms Logistics Operations

Client Profile



Shipping and Delivery Services



Employees: 100,000+



Mobile Devices: 45,000

Situation

The Challenge:

Drivers relied on handheld computers for critical daily operations but faced persistent connectivity issues that disrupted deliveries and productivity.

- Drivers needed uninterrupted coverage across diverse routes.
- Sought a cost-competitive solution for proof of delivery uploads.
- Wanted to streamline procurement, activation, and billing.

Solution

SmartSIM technology enabled seamless carrier switching among six domestic carriers and three Canadian carriers for superior route coverage at one cost-competitive monthly price.

- **Custom Fulfillment Portal:**
Instantaneous SIM activation and management allowed handhelds to be shipped “hot” and ready for immediate use.
- **Added Redundancy:**
Drivers gained access to the best available coverage with built-in disaster recovery, regardless of route or location.
- **Streamlined Procurement:**
Single point of contact with consolidated billing and pre-negotiated carrier pricing.

Results

- **Superior Coverage:**
Drivers gained access to best-in-class coverage both inside facilities and across all delivery routes, eliminating connectivity dead zones.
- **Streamlined Operations:**
Custom fulfillment portal reduced device deployment time and simplified ongoing program management.
- **Proactive Oversight:**
Real-time alerts and robust reporting enabled data-plan management and usage optimization.
- **Reduced Total Cost:**
Pre-negotiated multi-carrier pricing delivered cost savings while improving service quality.