



**Connect's FindFix** is a support service for IT and Operations professionals responsible for eliminating what is commonly referred to as 'latency' and 'disconnects' between host applications and wireless devices.

*FindFix* utilizes a software tool and troubleshooting process to determine if applications, networks, devices, or even mobile users are the source of mobile downtime and what can be done about it.

## How It Works

- CONNECT works with an IT professional from your company to download a *virtual appliance* on the wired side of your network. Set up typically takes less than 1 hour.
- The problem is replicated while a passive profile of the data transactions is collected and collated for analysis.
- CONNECT performs proprietary transactional analytics to pinpoint the sources of the mobile performance issues.
- Connect provides a report of findings and recommendations for a resolution.

## How to Begin

**Step One:** Customer Team Lead completes a brief [System Profiling Questionnaire](#).

**Step Two:** Discovery conference call with IT and Operations Leads

**Step Three:** Remote diagnostic session followed by a report and recommendations for resolution

## Fees

*FindFix* may be purchased as needed for one-time problem resolution or utilized on a continuous basis with a software license.

## Contact

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## Resources

Case studies, whitepapers and useful tools are found at [www.connectfindfix.com](http://www.connectfindfix.com)

## USE CASE SNAPSHOT

### Customer

Bottling Plant, Central Florida

### Problem

Users complained of slow mobile response times - from about 1 second to 4-6 seconds. This meant each inventory transaction took 12-18 seconds.

### Root Cause Identified

CONNECT's diagnostics isolated the millisecond timing of each wireless network component for individual transactions and collated the data into usable format. The analysis uncovered when, where and why the latency was occurring and which specific data content was problematic.

The application and network were exonerated as causes. The specific source of latency was found to be limitations of the OS version on the device.

### Time to Problem Resolution

- 36 hours

### Value

- Productivity restored (2 hours to complete inventory instead of 4.)
- Avoided costly expenditures on:
  - Application re-writes
  - Network changes
  - Bandwidth increases
  - Consultants
  - Purchase of solutions that do not address the root problem