CASE STUDY

CloudMax by Connect gets put to the test, and proves why highly productive DCs cannot do without it.

After 7 years of using CloudMax to stabilize, accelerate and maintain their RF networks, in 2010 this North American grocery giant implemented a new warehouse management system (WMS) and upgraded their mobile devices. After the upgrades, the customer decided to performance test their system with and without CloudMax, at 4 DCs. First, CloudMax was taken offline to observe the performance of the new devices while connecting directly to the new WMS application.

Thorough testing revealed slower response times and frequently dropped sessions than mobile-users had become accustomed to. After CloudMax was brought back online, end-users stopped complaining of dropped sessions and noted visibly faster response times. Therefore, management concluded that CloudMax is integral to mobile-user satisfaction and optimal productivity.

After the upgrade had been completed the WMS application began shutting down intermittently, but the WMS vendor was unable to pinpoint the problem. By utilizing CloudMax's built-in troubleshooting tools and Connect's expert technical support team the root cause of the problem was quickly identified and the customer's IT staff was able to fix the problem immediately, avoiding costly downtime in mission critical DC operations.

As this Connect customer continues to make IT improvements across their business, Connect is more than just a software vendor but a valuable partner relied upon to maintain optimal productivity and avoid costly shutdowns to their RF data collections operations.

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" RF data collection systems performance and productivity tell an impressive story, but the greatest benefit is having access to Connect's troubleshooting tools"

Customer Profile

Industry

Food distribution and retail

Customer

Canada's largest food retailer

Operations

Warehousing and distribution for more than 2500 stores

Background

This North American grocery store company utilizes over 2000 wireless mobile devices in 21 warehouses across Canada and the USA critical to performing a variety of tasks such as picking, packing, and put away.

Ongoing host application development efforts, virtualization and regular mobile device upgrades inevitably create software bugs and configuration defects that if left unresolved, would significantly reduce productivity on the Distribution Center floor. In order to ensure that optimal productivity is maintained throughout ongoing IT improvements, IT managers at this company lean on Connect to realize the full value of their wireless infrastructure for RF data collections.

Connect customer since 2003