

CASE STUDY

CloudMax by Connect becomes crucial to DC productivity by achieving sub-second scanner response times all the time.

During one of their largest deployments of mobile devices for distribution centers (DC), a major set-back was encountered. Each time more than 25 devices were added to the WLAN network the response time on each device became unacceptable. This slow down needed to be resolved and RF data collections operations had to run at peak performance.

Connect first used data-level transaction diagnostics to determine that the increased data traffic and volume over the network has been causing changes in mobile response times, and therefore, productivity. Once Connect delivered CloudMax, RF network congestion was never again a problem. In this particular case, the amount of data sent to each device for a screen update was reduced from 50 kilobytes and 25 different fragments, to only 20 bytes and zero fragments. The result of this improvement in how data was transferred over the network allowed hundreds of devices to be added to each DC and response times immediately dropped to less than 50 milliseconds for 99% of all transactions.

With Connect's software in place, each mobile worker continues to reach their productivity goals and the company's DCs continue to operate optimally. At the same time, IT managers can measure and track latency, pinpoint the cause of any problems that arise due to wireless/wired network issues, mobile device complications, or WMS application bugs. Each year for the past 15 years this customer sees the value of CloudMax as measured in productivity gains and costs avoided.

"The dollar amount of productivity gains and cost savings Connect's software has delivered over the years is easily Billions"

Customer Profile

Industry

Industrial supply

Customer

North America's largest supplier of MRO products

Operations

15 distribution centers and over 300 branch stores in the USA

Connect customer since 1998

This Fortune 500 maintenance, repair, and operation (MRO) supply company distributes over 1 Million products and repair parts to its customers. Tracking and moving those parts as quickly and accurately as possible is the name of the game. Since productivity is paramount, they set goals for their mobile data collections operators measured in tasks per hour therefore any small defect in the wireless infrastructure or application can result in major losses across the 5000 mobile workers in North America.

This case study illustrates just one example why Connect is their choice for a mobile session and connectivity software partner.