
Leading Fashion Trends and Accessories Chain Upgrades Mobile Computers and Inventory Application

Overview

Project

Mobile computer and software application upgrade

Industry

Leading fashion trends and accessories retailer

Size

~2,000 Stores

Services

Hardware consultation and procurement

Business Challenge

When a leading retailer identified their seasoned mobile computers, used for mark downs, out-of-stocks, and physical inventories, were incurring a failure rate of over 100% of the install base, they sought a new solution. In an effort to minimize the financial impact of rolling out new units, they attempted to purchase refurbished units themselves and outsourced a custom application to replicate their current functionality, but again were unfortunately met with high failure rates mid-rollout and application shortcomings. Left with a decreased budget and project window, they needed a guaranteed solution from a trusted partner to save this project.

Solution

Level 10 conducted a thorough product, application and budgetary requirements evaluation and their findings lead them to reach out to one of their OEM partners, CipherLab, for assistance.

CipherLab was able to write a new application for their 8200 Enterprise Mobile Computer that allowed the retailer to move forward with both a modern device and an application geared for their specific environment.

Additionally, CipherLab's quick turnaround (approximately one month) allowed the retailer to pilot 40 units in two different regions testing both the Linear and Laser models. This assured the retailer they were selecting the proper device for their needs and proving out the application prior to a full production rollout.

The remaining part of the rollout cost less than the original solution and virtually eliminated any hardware failures.

Outcome

The retailer purchased the remaining part of their rollout needs for less than the cost of the original solution they pursued while virtually eliminating any immediate hardware failures by selecting new units. By selecting a warranted, modern device, the store associate customer experience dramatically improved. Because of the performance of the units and service the retailer received, they ultimately decided to move forward with fully replacing the solution they had selected only a year earlier.

About Level 10

Level 10 is one company, everything IT. With increasing IT challenges, we recognize retailers need less partners to do more. By strategically bundling our services--*hardware procurement, software development, asset management, maintenance, field technician support and service desk support*--we act as an extension of retailers' IT teams throughout their technology & mobile deployments, store openings/closings/remodels, and in-store support work.

About CipherLab

CipherLab is a world leader in AIDC solutions for a wide range of industries. CipherLab's expertise is at the convergence of scanning, mobile computing, and business process design. This results more efficient supply chains, field sales services, retail operation and reduced cost of doing business in almost every sector. Their skilled network of reliable partners delivers successful solutions to small, medium and enterprise businesses that choose CipherLab for value, performance and quality.