CASE STUDY

CONNECTUS MODERNIZES SHARED DEVICE MANAGEMENT FOR A FOOD MANUFACTURER: Standardizing Zebra Handheld Computers Across Warehouse & Production Operations

Challenges

Shared Device Confusion: Multiple associates shared Zebra handhelds across shifts, leaving workers logged into the wrong profiles and reducing inventory accuracy.

No Centralized Device Management: Without MDM, IT could not enforce policies, standardize devices, or remotely manage the fleet.

Operational Downtime: Password lockouts, misconfigured devices, and inconsistent settings required frequent IT support and interrupted warehouse operations.

Fragmented Device Lifecycle: Multiple vendors handled procurement, deployment, and support, creating delays, inconsistent standards, and limited accountability.

Limited IT Bandwidth: IT spent valuable time configuring devices, troubleshooting issues, and preparing replacements instead of supporting manufacturing initiatives.

Solutions

Scalefusion MDM Deployment: Implemented Scalefusion to centrally manage Zebra devices with real-time visibility, policy enforcement, and remote administration.

Shared Device Optimization: Configured kiosk mode and shared device profiles, eliminating login conflicts while restricting access to approved warehouse applications.

Standardized Provisioning: Created consistent device configurations, security policies, wireless settings, and application deployment across every handheld.

Single Source Lifecycle Management: ConnectUs unified Zebra procurement, staging, kitting, asset labeling, configuration, deployment, and lifecycle support under one partner.

Branded Deployment Experience: Delivered custom branded packaging, welcome guides, asset labels, and protective accessories for a professional rollout across multiple facilities.

Benefits

Hours of IT Time Recovered Monthly: Remote management and automated provisioning eliminated repetitive device administration.

Higher Warehouse Productivity: Shared devices stayed ready for every shift, reducing login issues and production delays.

Simplified Operations: One partner managed the complete device lifecycle, improving consistency, speed, and scalability.

Improved Security & Standardization: Locked down devices prevented unauthorized use while delivering a consistent experience across all facilities.

Lower Support Costs: Fewer device issues and remote troubleshooting reduced IT workload and operational expenses.





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