CASE STUDY:

Home Improvement Retailer Reduced Device Loss

PROBLEM

Every year, about 200 devices were lost or stolen due to a lack of device accountability. Store Managers were unable to get device loss under control because they had no way to monitor user login records, device location, or access critical data that would help them better support their device fleet.

SOLUTION

BlueFletch implemented Enterprise Launcher and Support Agent to increase device accountability. This empowered Store Managers to know which employees used a device, where it was last located, and what applications were being used. Our solution also helped facilitate an efficient end-user experience by streamlining the login process and providing applications to users at a role-based level.

OUTCOME

With access to device and user-behavior analytics, this organization **reduced device loss by 20-30% per year.** The IT department was able to make informed decisions around the utilization and distribution needs of in-store devices which helped validate future hardware requests.
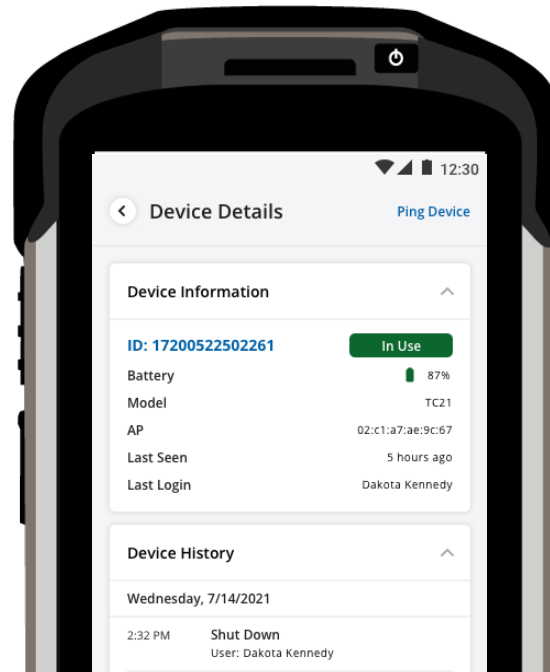
Reduced Device Loss

Created Device and User Visibility

Increased User Adoption

INDUSTRY

Retail

HQ LOCATION

Atlanta, GA

COMPANY SIZE

3,500+ employees

OEM ENVIRONMENT

Zebra TC7x
Zebra ET5x

INTEGRATIONS

Zebra Workforce Connect
VMWare WorkspaceONE

BLUEFLETCH EMS FEATURES USED:

Enterprise Launcher

Single Sign-On

Okta IDP Integration

Support Agent

Device Check-In / Check-Out

Device Finder

Low Battery Alarm

Device Details   Ping Device

Device Information

ID: 17200522502261   In Use

Battery   87%

Model   TC21

AP   02:c1:a7:ae:9c:67

Last Seen   5 hours ago

Last Login   Dakota Kennedy

Device History

Wednesday, 7/14/2021

2:32 PM   Shut Down
User: Dakota Kennedy

BlueFletch