



Use Case Highlights

By Connect Inc.



“We had a fundamental blind spot.”

Discovering that mobile users were waiting over 10 minutes for some apps to respond meant a big improvement opportunity. IT support benefited from eliminating troubleshooting and delivering data to vendors for faster support. **Global warehouses now use MSI visibility to do better for customers, AND mobile workers.**

Customer description: global mobile technology company



“We finally could move forward towards resolution.”

Robotic and industrial automation systems rely on multiple vendor's components. When robots have repeating intermittent problems, who is responsible? This manufacturer's vendors pointed to the wireless network as the cause for robot stoppages resulting in \$100,000's of losses for the manufacturer. **Connect's Robot Systems Intelligence** provided the data to finally prove root cause (not the network) and direct vendors to resolution.

Customer description: global materials manufacturing company



“Mas Rapido!”

Removing one second from each mobile input for 10,000 product scans a day means meeting shipping deadlines, using fewer resources to do it, *AND putting smiles on the faces of frontline teams.*

Customer description: medical device manufacturer



“Whole system problem capture was the key.”

Workflow disruptions from voice system disconnects plagued warehouse workers during big deliveries, resulting in \$20,000 in losses each time. Three vendors searched logs for answers but with no way to capture the problem, they were spinning their wheels. **With MSI's unique visibility across the system, each vendor was able to address root cause to relieve the user's frustrations.**

Customer description: global power tools and outdoor equipment company



“It was like night and day.”

Making changes to critical systems often has unintended consequences on the end users that also delay critical warehouse tasks. Comparing Android migrations at two DCs found that **with MSI \$100K in monthly productivity losses were avoided.**

Customer description: facilities supplies and uniforms company



Learn More

Schedule a demo or ask a question:

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