

# Infrastructure Upgrade for Seamless Customer Service



Zones facilitates infrastructure upgrade and workplace modernization for a global wholesale corporation.

A leading American wholesale corporation urgently needed scanning devices critical for inventory management and warehouse operations. The existing scanners were nearing their end-of-life (EOL) status and needed replacement in large quantities. Due to the COVID-19 pandemic, there was a sudden influx of new online customers, which proportionally amplified sales volume. This led to the need for seamless service delivery in an unstable environment. Customer-facing staff members also required new devices to capture membership details and provide upgrades to customers. Any disruption to these services would affect operational efficiency and cause customer dissatisfaction.



Zones deployed test batches of Zebra computing devices and scanners.



Seven thousand devices were commissioned following the approval of test batches.



Zones performed device upgrades which allowed for seamless integration.



## Challenge

- The client needed scanning devices in large quantities to handle increased sales volume as their existing devices were at end-of-life.
- Staff members were accustomed to Zebra scanners and similar computing equipment to manage inventory and handle customer membership upgrades and weren't looking to switch to another manufacturer's devices.
- Scanners were a critical operational component, and any disruption to access could negatively impact business continuity.



## Solution

- Test batches of new devices were rapidly deployed for trial and approval.
- Zones commissioned 7,000 modern Zebra devices and facilitated the service contract.
- Zones integrated new devices operating on both Windows and Android operating systems.



## Results

- The devices were sent to end-user locations across different warehouses ahead of the requisite deadline.
- Device upgrades and transitions were seamlessly executed.
- Because Zones was able to perform the upgrades with the client's preferred device manufacturer, they were able to maintain continuity without having to train on new devices.
- Zones upgraded the client's infrastructure without interruption to service delivery.

# Infrastructure Upgrade for Seamless Customer Service

## The Challenge

For a global wholesale corporation, computing devices and scanners are indispensable. Employees at both back-end and customer-facing positions rely heavily on scanning equipment to carry out their critical tasks. Existing Zebra devices used at multiple client locations were nearing end-of-life status and needed replacement in large quantities while avoiding potential operational disruption. Because the client was trained on and used to Zebra devices, they hoped to upgrade to newer Zebra equipment to avoid potential downtime due to training team members on another manufacturer's technology.

The client had worked with Zones in the past and knew of their capabilities, so when it came time to overhaul their infrastructure, they reached out to see if Zones could upgrade their infrastructure with new Zebra devices. Zones assured the client that they could deliver the equipment while maintaining business continuity.

## The Solution

After a thorough review of the equipment model and service requirement, Zones rapidly deployed a test batch of modern Zebra devices to validate the synchronization of technology with processes. After receiving approval for the test batch, Zones leveraged its close relationship with Zebra to commission 7,000 devices at the best price possible for the client. Zones assessed the devices to ensure compatibility with the client's hardware and performed upgrades where needed. Once this was complete 7,000 devices were dispatched to worldwide warehouse locations ahead of the deadline to ensure business continuity. To fast-track orders in the future, before the devices reach their end-of-life (EOL) stage, Zones partnered with experts from Zebra to acquaint the client's employees with the process to commission new devices and apply accurate warranty dates in line with the serial number. They were also educated on the nuances of the new system in place, such as expanding the pricing letters and synchronizing inventory with the distributions and purchasing teams for seamless operational transition.

## The Results

Zones' rapid action mitigated the potential for business disruption at a time when their sales volume was accelerating due to the COVID-19 pandemic. Any dispatch setbacks or device

compatibility issues could have cost the client in operational loss and service interruption. Zones was able to leverage its partner ecosystem to avoid delays in commissioning large quantities of equipment that the client needed.

Because Zones was able to work with both Zebra and the client to ensure the right devices were acquired at the right place within the right time frame, the client was able to avoid any downtime. Now that the client is better acquainted with the Zebra ordering process and warranties, they are in a better position to prep for the next time their devices near EOL. They'll be able to maintain continuity quickly, painlessly, and inexpensively.

**//** *Zones was our natural choice for this project. We had already partnered with them before on a similar situation that needed large-scale equipment deployment, and we knew they could deliver, despite the large volume of transactions involved. Zones again proved to be a reliable partner by delivering the devices we needed quickly and painlessly.*

*Director of IT, Global Wholesale Corporation*



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