⁂ ZEBRA

SUMMARY

Customer

jem & fix

Partner

Delfi TECHNOLOGIES

Delfi Technologies

Industry

Retail

Challenge

Move from an ageing Windows operating system to Android with the roll-out of new handheld devices to support all in-store operations

Solution

• Zebra TC52 enterprise mobile computer
• Consultancy and deployment support from Delfi Technologies
• SOTI® MobiControl
• Ivanti Velocity

Results

• Improved efficiencies in-store
• Teams are using a modern, simple and productive device
• Reduced development costs in transitioning to Android
• Effective management of devices with remote oversight and control
• Predictability over device performance and uptime

Delivering A Price Promise To Customers By Achieving Efficiencies In-Store

jem & fix is a major DIY retailer, with a range spanning 8,000 products for the home, garden and construction projects. Renowned for its promise to ensure the lowest possible prices, jem & fix has 2,300 employees and an expanding number of stores, including 124 in Denmark, 50 in Sweden and 5 in Norway.

Challenge

jem & fix invests in IT and innovation to continually enhance its service and drive efficiencies in its business that enable it to keep prices low. Its operating model is closer to retail than a traditional DIY market. Therefore, jem & fix has previously made several retail-based adjustments in the chain's ERP system, ASPECT4, which is the system many DIY stores are using. Over time, jem & fix recognised that there was a need to simplify store administration. And with its previous mobile devices, used by store colleagues, starting to age, it looked to deploy new mobile work tools to future-proof the existing solution and make it more user-friendly.

Solution

Working closely with its IT partner, Delfi Technologies, jem & fix reviewed a range of mobile devices. Mindful that its employees tend to be young, it looked for a mobile solution that was similar to a smartphone to use. In addition, it required a device that was robust to cope with the knocks and drops associated with working on a busy retail floor and that offered the multi-functions needed to manage key retail tasks, including a high-performance processor, an accurate and quick integrated scanner, a powerful battery and reliable wireless connectivity. jem & fix ultimately selected Zebra's TC52 Android rugged enterprise mobile computer.

To ease the transition from its Windows green-screen software, Delfi Technologies helped jem & fix use Ivanti Velocity, a platform that simplifies the migration of legacy on-screen interfaces and tasks to a modern Android or Windows 10 operating system. Delfi Technologies also supported jem & fix in the connection of its ASPECT4 ERP solution with the TC52s –for teams to both access applications and update the ERP system in real time direct from their devices. And, to ease the management of the TC52s, Delfi Technologies installed SOTI® MobiControl to allow each device to be centrally managed and put a Zebra OneCare Essential service agreement in place to support the devices.

"Through a close collaboration with Delfi Technologies, we have found the optimal solution, with one tool to handle many different administrative tasks at the same time. As we have a low average age in our stores among colleagues, we have looked at how to equip the store associates with a tool that has a user interface that they know from their phones. Together with Delfi Technologies, we have found the right solution and it will make their daily tasks easier, faster and more intuitive, says Erik Laursen."

Erik Laursen,
IT & Project Manager
at jem & fix

Results

In collaboration with Delfi Technologies and Zebra, jem & fix has found the right enterprise-grade solution that ensures the necessary support and maintenance of an important work tool in its stores.

Most of the tasks in the store area can be managed via the TC52s, with associates able to complete a wide range of administrative workflows, such as receipt of goods, ordering, daily inventory and impairment. Through the store app, staff can also view information about a specific item, such as stock levels, regulate item numbers, print signs for the items, see when items are delivered to the warehouse, check which stores nearby have the item in stock, and more.

With Android, the user interface has been lifted to a higher and more intuitive level and, as it's familiar to users, they can get up to speed quickly when using the TC52 for the first time. And by using the Ivanti Velocity platform, jem & fix were able to reduce the amount of time and money it would have taken to make the move from the old operating system to the intuitive, all-touch modern interface. Operating costs are further reduced thanks to the roll-out of SOTI MobiControl. This provides a central overview of device status together with the opportunity to remotely configure and deploy software.

The data from SOTI MobiControl can help jem & fix maintain the health of each device and encourage best practice in how employees use them. Given the importance of the devices in running the stores – and the fact that they are used in a harsh environment – the service and support agreement ensures that any downtime is minimised, with replacement devices available and a guaranteed turnaround time for repairs. Commenting on the importance of the solution, Erik Laursen, IT and project manager, says: "For me and my team, it is about ensuring a smooth operation in the stores. The new system means a lot to us. In terms of support, it simplifies the administration and we can handle all the mobile devices centrally which is very important."

For more information, please visit: www.zebra.com

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