

# Accucode Lifecycle Services

## A DEVICE POPULATION OUT OF CONTROL

Grocer retailers depend on mobile technology deployed in their stores, distribution centers, and manufacturing facilities to run their business. A major grocer retailer has been utilizing mobile technology for many decades and over the years, the population of devices has become very disparate: tens of thousands of devices, hundreds of models, and scores of Manufacturers.

This grocer retailer had problems maintaining these devices cost effectively. With so many devices and no good tools to track them, it was unclear which units were under warranty, which had maintenance contracts, or even which were breaking. Divisions within this grocer retailer had taken different approaches to solving the problem of getting their broken devices fixed, and some had done so successfully. However, none had done so in a cost effective, comprehensive manner that could address the issues of the enterprise.

### Customer quote

*"Accucode provided great services across our vast enterprise, and got the job done no matter where or when we needed them."*

## ONE DEPOT TO RULE THEM ALL

Our approach required a two pronged solution. First, we had to build a single logistics facility where all devices of all makes and models could be sent for repair or replacement. The concept of a single facility was essential for simplicity, cost, and turnaround time.

Second, we had to build a software tool that would provide a single source of information to manage and support the entire process from end to end. The software allows all participants in the process (customer, depot, and break-fix) to have access to all the same information at the same time and to see what's happening with tickets and devices in real-time.

By creating a software tool to manage every aspect of the repair from ticket creation, testing, break fix, imaging, and shipping instructions, we can meet the customer's expectations every time, and give a better view of what's actually happening to their equipment. We can identify what is causing devices to fail and address those issues specifically - whether they be mechanical device-related or customer behavior-related.

### At a Glance

<b>Industry:</b> Grocery Retail	<b>Size:</b> Over 2000 stores in 35 states	<b>Annual Revenue:</b> Over \$100 Billion
<b>Customer Since:</b> 1998	<b>No. of Employees:</b> 40,000+	

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