

# CASE STUDY

Investment in new technology to improve efficiency and customer service



## MC17



Get the tools you need to deliver a new level of service excellence for customers and improve associate productivity with the MC17 Retail Mobile Computer. Raise the bar for self-service by allowing customers to scan items while they shop to reduce time in the checkout line, create gift lists and more all at the press of a few buttons. Improve your value to customers with targeted promotions and offers that are custom tailored based on buying preferences. Empower store associates to more efficiently manage inventory and pricing at the shelf edge. Reduce your overhead costs and improve customer loyalty with the MC17 Series multi-function retail mobile computer.

### Why we use Motorola's Service Platform

The automation virtually eliminated the errors inherent in manual staging and provisioning, greatly reducing calls to the support desk as well as staffing requirements. In addition, the ability to view historical information allows IT to spot and rectify issues before users are affected, reducing device related problems and the associated help-desk calls.

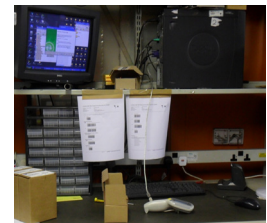


### Requirement;

Provision Motorola MC17's for a large UK Supermarket

### The Solution;

- Generate MSP package to apply staging files / site specific details.
- Charge unit / Battery
- Quality Check
- Capture of serial numbers and supply to the customer
- Generate custom label & despatch via international courier



### Summary / Project Outcome / Overview / the benefits

Customer received fully provisioned product at end customer site within 5 working days.

The new devices have drastically increased efficiency from the old paper based system they had in place.

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