

CASE STUDY

Investment in new technology to improve efficiency and customer service



MC55



Designed from the ground up to support voice as well as data, the Symbol MC55: MC5590 & MC5574 offers a superior voice user experience. Functionality includes push-to-talk (PTT) walkie-talkie style instant communications over the WLAN and support for IP telephony, using partner software to extend deskphone features to the MC55: MC5590 & MC5574.

Requirement;

Provisioning of Motorola MC55 for European Logistics Company. Stage devices with site specific details, ready to be used once removed from the box.

Solution;

- Downgraded and apply local operating system
- Apply staging files / unique product and site specific details.
- Insert SIM card & set-up
- Charge unit/ battery
- Log into Customer server and synchronise
- Quality Check

Data capture management

- Capture of serial numbers, MAC addresses and supply to the customer
- Replace standard English instruction guide with Multiplexx supplied Country specific version
- Kit with accessories and pack MC55
- Generate custom label & despatch via international courier

Summary / Project Outcome / Overview / the benefits

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

The customer reported that all units worked as expected ready to be used in the field.



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