

# CASE STUDY

Investment in upgrading technology to improve efficiency and device life span



## MC7090



The MC7090, one of the world's premium EDAs, offers more features and functionality, in a field-proven rugged form factor, than any other device in its class. The turbocharged MC7090 addresses business critical mobility needs by maximizing processing power, rugged design, application flexibility, data capture capabilities, connectivity options, security and manageability all in one device. Two options; WWAN/WLAN and WLAN only, enable enterprises to standardize on a single EDA to support workers inside and outside the four walls. Add a field-proven ergonomic design that is easy-to-carry and easy to use, and you have maximum value in a minimum footprint, all at the right price.

### Requirement;

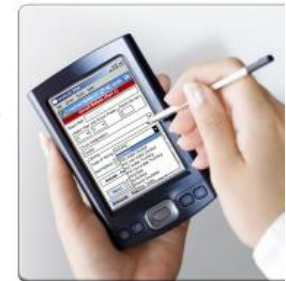
Provisioning of support kits and training for a UK wide national supermarket's MC70 upgrade.

Host training days

Provide telephone support throughout the project.

### Solution;

- Training day for team of engineers
- 24/7 telephone support for the engineers
- Apply staging files / unique product and site specific details to SD cards
- Miscellaneous equipment such as stylus', batteries and cables
- Multiplexx supplied FAQ and troubleshooting guides
- Generate custom label & despatch via international courier

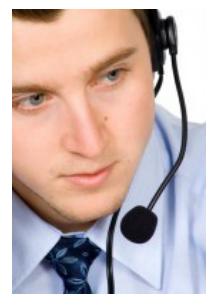
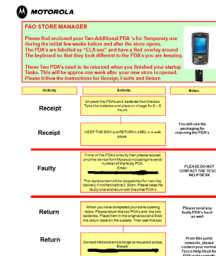


### Summary / Project Outcome / Overview / the benefits

Engineers received equipment/ support to required schedule allowing the project to run without complication.

The customer reported back that the project ran as expected and that they were very pleased with the services we provided.

The fully managed service we provided allowed for important devices to be updated in store rather than being sent to us. This reduced device downtime so not too affect the stores daily duties.



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