



Case Study

Major Retailer Improves Operations & Employee Experience With Modern App Framework

Dedicated to streamlining operations and enhancing efficiency, a large multinational retailer turned to Insight to create a new management framework and deploy thousands of hand-held devices across its workforce.

Industry:
Retail

Insight provided:

- A roadmap for deployment
- A significant pilot test phase
- Ongoing guidance
- Asset management

Insight services:

- Consulting Services
- Professional Services
- Support Services
- Device Lifecycle Services

The client

Based in the U.S., this large multinational retail company employs thousands of workers around the world.

The challenge: Adopt a flexible, cost-effective platform that supports employee application use for HR and in-store functions.

In the past, the client provided employees with handheld scanning devices to carry out key functions of in-store roles. This system relied on legacy devices that were expensive and difficult to maintain and support. To add another layer of complexity, IT staff had no insight into or control over the devices.

To streamline operations, improve control, lower device maintenance costs, and increase employee engagement, the client needed to shift to a platform that would allow workers to access more apps — including personal ones — on corporate-owned devices. The devices needed to enable capabilities such as employees clocking in and out, eliminating the need for physical, antiquated time clocks across stores. Employees also needed to take the devices home when not working. Improving employee retention and attraction was critical, as well as driving efficiencies and accuracy in customer service, stocking, and more.

The solution: Build out a modern application framework and deploy thousands of Android smartphone devices.

The client had worked previously with Insight to solve software-related challenges and decided to expand its partnership to include hardware management. After looking at the client's needs and long-term goals, our team strategically built out a framework for new applications. For even greater operational efficiencies and back-end agility, we proposed comprehensive device management services spanning procurement, deployment, and management of an all-new device fleet.

Ongoing evaluation and discussion with the client fine-tuned goals and brought into sharper focus the level of control and visibility that the client could realize across the device fleet, including device security and loss and theft prevention — a critical business imperative for the retailer. After considering all variables and the scale of the project, Insight helped the client come up with a pilot plan to successfully test the new framework and devices, creating a full-scale rollout plan that would minimize disruption to daily operations.

The benefits: Increased visibility, seamless adoption, and a simplified device ecosystem

With the help of Insight, the client has put hundreds of thousands of new Android devices into employees' hands, giving workers access to apps needed for work and recreation alike. The client, an expert in complicated logistics, has been continually impressed by Insight's ability to manage the device rollout at scale.

In addition to providing a playbook for implementation, procuring, and provisioning, as well as asset management of AirWatch and Workspace ONE, Insight has helped this valued client increase its back-end automation to further streamline operations. Today, the client has realized its goals of supporting IT modernization on the back end — while improving employee and customer experiences on the front end.

Benefits:



Greater visibility
across devices

Dedicated
asset management



Enhanced
employee
engagement

Increased
back-end
automation



Improved
operational
efficiencies

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