

# GRISTEDES

## CASE STUDY

### Premier Manhattan grocer maximizes device uptime and efficiency with SOTI MobiControl

As a leading Manhattan grocer, Gristedes has been feeding New Yorkers for over 100 years. Its stores carry fresh meats, produce, dairy products, baked goods, frozen foods, gourmet foods and non-food items. In addition to providing great products, Gristedes is intently focused on providing customers with an exceptional shopping experience. Gristedes customers have come to expect not only the highest quality products, but also an excellent in-store experience rooted in a high level of personal engagement.

### The Business Challenge

Gristedes needed a superior caliber of inventory management to meet discerning customer expectations for product selection, quality and service. With over 100 years of retail experience, Gristedes was well aware of the need to optimize its inventory in order to get perishable and semi-perishable goods onto store shelves as efficiently as possible to minimize spoilage. The retailer needed a centralized solution that minimized device downtime and provided the ability for IT administrators to remotely manage and diagnose its Honeywell Dolphin<sup>®</sup> 9900 wireless mobile computers throughout its stores. In addition, Gristedes identified an opportunity to streamline operations by moving from expensive network appliances and costly wide-area-network (WAN) links to an infrastructure leveraging Wi-Fi infrastructure. The move to Wi-Fi required a need to secure Wi-Fi communications across all devices in order to ensure devices remained on the secure cloud.

**Vertical:** Retail

**Location:** Manhattan, NY USA

**Deployment:** Purpose Built

**OS:** Windows

**Mobile Devices:** Honeywell Dolphin<sup>®</sup> 9900

#### Mobility Challenge

- Meet discerning customer expectations for product selection and quality.

#### Mobility Benefits

- Allowed Gristedes to manage the lifecycle of its Honeywell Dolphin 9900 Mobile Computers.
- Reduced device downtime, centralized configuration and management, uniform security policies

*"We manage the Honeywell Dolphins with the SOTI MobiControl solution, which Honeywell recommended for mobile device management, and it works flawlessly. Moving overland between stores in Manhattan can make a 'New York minute' seem like a pretty long day. The travel time we save with centralized management is significant, and allows the IT team to focus on business-enhancing projects instead of movement between locations."*





## The Solution

After considering multiple platforms, Gristedes selected SOTI MobiControl to manage the in-service lifecycle of its Honeywell Dolphin® 9900 devices, including initial device configuration and provisioning, operational support, and enforcement of security policies. Gristedes uses MobiControl to provision the Honeywell Dolphin devices on its secure Wi-Fi infrastructure, allowing IT administrators to configure devices and distribute and update applications over-the-air.

MobiControl's industry-leading Help Desk and Remote Control features allow quick device diagnostics and troubleshooting to maximize device utility and uptime. The MobiControl web-based management console enables an at-a-glance view of critical device information including device connectivity, battery and memory usage and system statistics. MobiControl is used to enforce secure Wi-Fi policies that restrict device access to Gristedes secure Wi-Fi infrastructure, ensuring the security of their mobile investment.

## The Result

Using SOTI MobiControl to manage its Honeywell devices, Gristedes was able to minimize device downtime by giving IT administrators the ability to diagnose problems directly from the data center prior to mobilizing assets, saving costs and travel time.

The MobiControl solution provides Gristedes with high availability across their Honeywell devices, increasing the productivity of its supply chain and saving costs associated with manual support and in-field diagnosis and troubleshooting. With MobiControl as an integral part of inventory management, Gristedes can build upon the tradition of exceptional products and service New Yorkers have come to expect from the retailer since 1888.

“The combination of Aruba, Honeywell and SOTI is really the triple crown,” said Shawn Winters, IT Infrastructure Manager of Gristedes. “We manage the Honeywell Dolphins with the SOTI MobiControl solution, which Honeywell recommended for mobile device management, and it works flawlessly. Moving overland between stores in Manhattan can make a ‘New York minute’ seem like a pretty long day. The travel time we save with centralized management is significant, and allows the IT team to focus on business-enhancing projects instead of movement between locations.”



---

SOTI is a proven innovator and industry leader for mobility and IoT management. Globally, over 17,000 companies depend on SOTI to transform their business by taking mobility to endless possibilities.

SOTI.net