

**CUSTOMER:**

IBT INDUSTRIAL SOLUTIONS

INDUSTRY:

Industrial Distribution

SOLUTION:

StayLinked SmartTE

ABOUT STAYLINKED

StayLinked is the proven market leader in Terminal Emulation for the supply chain industry and continues to drive innovation with the most advanced software solutions available for the warehouse. StayLinked enables our customers to easily migrate to state-of-the-art devices, measure and optimize productivity with cutting-edge business intelligence, and interface with ground-breaking technologies in the areas of automation, robotics, augmented reality, and location-based services. For nearly two decades, StayLinked has continued to deliver revolutionary software products with unparalleled customer satisfaction and world-class support to hundreds of partners and thousands of customers around the globe.

IBT Industrial Solutions and StayLinked

This full-service industrial distributor needed a reliable solution in their migration to Android on touch-only devices. They chose StayLinked SmartTE.

THE CUSTOMER

With 38 branches in the United States, IBT represents the world's leading manufacturers of industrial hardware products, a list that includes more than 100 of the most trusted brands in manufacturing, including Dodge, 3M, DeWalt, Makita, Timken, and more. As a top 50 industrial supplier, IBT's highly-trained team has been dedicated to solving customer problems and making businesses more efficient for 70 years. With an emphasis on quality, IBT has made an extra effort to seek out suppliers whose products consistently meet the highest standards of performance and reliability.

THE CHALLENGE

IBT maintains a central distribution center in Merriam, Kansas, that supplies 38 branches through the Midwestern, Southern, and Southwestern United States. What started as an equipment upgrade to aging handheld scanners, quickly emerged as an operating system migration to Android and a complete overhaul to their workflow user experience. By implementing touch-only form factors for their new devices, missing F keys and their functions needed to be replaced and accessed with on-screen elements such as buttons, icons, and optimized processes. For more than 16 months, IBT attempted to implement an unsuccessful approach to modernize green screen applications that left many employees frustrated and dissatisfied.

"We had a significant amount of time vested in this project. With StayLinked we were able to roll out the new devices with the new operating systems and the modernized screens in less than one month."

— *Laura Emery, Digital Project Manager, IBT*

THE SOLUTION

Machines & Media, a StayLinked partner based in Minnesota used StayLinked SmartTE to migrate IBT's new touch-only devices to Android. Based on a long standing partnership between Aaron Jennings (IT Operations, IBT) and Barb Neels (Machines & Media), they had previously investigated StayLinked SmartTE as a possible solution. This was a huge timesaver as the StayLinked software had been vetted. The StayLinked Services team worked closely with Nazareth Dunbar (Assistant Warehouse Manager, IBT), Aaron Jennings and the rest of the IBT team on-site in Merriam, Kansas. IBT was able to successfully migrate the new operating system and modernize their application in less than one month. "The StayLinked staff was totally amazing in getting this project completed on-time," says Barb Neels, Sr. Account Manager at Machines & Media. "Everyone recognized the value of the work StayLinked put in before arriving on-site to complete the project and because of their preparation, we easily stayed on schedule."

Laura Emery, the IBT digital project manager tasked with the hardware upgrade and OS migration project, was able to witness the success of the project firsthand. Having joined the project during the second approach, she was familiar with the issues the workforce was facing. With StayLinked's enterprise-grade server architecture, they were able to clear hurdles they hadn't been able to previously. "The upgraded equipment interfaced with our host differently," she says. "We'd already tried to roll out the project to different workflows, picking, put-away, receiving. That didn't work. This time around we were committed to releasing the finished product to everyone on the floor at the same time."

She began her involvement with the project team in June of 2019, and by the end of July 2019, the project was deemed a resounding success. "We have some employees who have been working in the IBT warehouse for more than 20 years. They were understandably concerned about the learning curve. The fact is, the entire warehouse workforce was able to use the new touch-only devices with the modernized screens in less than a week."

THE RESULTS

Successful Migration to Android

By adopting StayLinked SmartTE, IBT was able to migrate to the touch-enabled Android device of their choice (Zebra TC51). They were also able to quickly implement features specific to their operations by working closely with the StayLinked Services team.

Successful Application Modernization

By utilizing the StayLinked SmartTE Screen Designer, IBT was able to modernize and enhance the user experience. With the help of the StayLinked Services team, the IBT workflow screens were updated without ever having to touch the host application.

Centralized Configuration and Updates in Real-Time

IBT was able to take advantage of StayLinked's architecture by centrally deploying and updating changes in real-time, saving countless hours of diminished productivity, IT resources, and warehouse downtime.

For more information, please contact Machines & Media, a StayLinked Partner:



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