

WHY YOUR NEXT ENTERPRISE MOBILITY UPGRADE HAS TO BE BETTER

**A Roadmap for Enabling
End Users at the Edge**



The labor market may have eased, but in a recent survey 77.5% of respondents said employee recruiting and retention remains a mission-critical focus. Lost productivity from understaffed shifts isn't their only concern; the labor shortage has major ripple effects—especially in work environments where the tech is due for an upgrade.

Employees struggle to meet customer demand. Efficiency takes a hit and errors increase. Customer satisfaction suffers. Employee morale plummets, and the vicious cycle continues.

Leaders know competitive wages alone are not a strategy to recruit and retain. Frontline workers want a path to advancement, performance-based rewards, a safe and collaborative work culture, and intuitive tools to streamline tasks and help them work smarter.

To stand out in a competitive job market, industry leaders are embracing advanced worker-enabling technologies like modern wearable devices and optimized, intuitive user interfaces for greater accuracy, efficiency, and productivity.



**BECAUSE THE RIGHT
TECHNOLOGIES CAN
MAKE EVERY END
USER'S DAY SAFER
& MORE ENGAGING
WHILE SUPPORTING
OPTIMAL
PRODUCTIVITY.**

But implementing advanced edge mobility tech can be challenging, especially for small or already overburdened IT teams—and the margin for error is virtually nonexistent.

DecisionPoint Technologies created this guide for IT and operations professionals to anticipate some of the critical obstacles you may face when implementing a holistic modernization strategy focused on making work better in warehouse, distribution center, or manufacturing environments.

FIVE KEY CHALLENGES TO ANTICIPATE IN MOBILE TECH UPGRADES, IMPLEMENTATIONS & INTEGRATIONS

The case is clear for modernizing operations, but the obstacles aren't always as easy to see. It's crucial to address the complexity of the challenge.



1. Security

Protecting sensitive data and ensuring compliance with industry regulations are fundamental. Stakeholder trust depends on it. Every technology implementation represents an opportunity to protect enterprise and customer data and honor that trust.



2. User experience

Employee adoption of new technologies depends on intuitive, easy-to-use interfaces and form factors. Workplace technology should make work *more* efficient and worker-friendly. Choosing the wrong tools and technologies can lead to very expensive lessons.



3. Reliability

Downtime costs much more than lost productivity. When systems go down, customer satisfaction and employee experience also take a hit. Unplanned IT downtime reportedly costs an average of \$14,056 per minute, and for large enterprises, the estimate shoots up to **\$23,750 per minute**.



4. Productivity and job satisfaction

Whether it's software, automation technology, or end user enablement tools and mobile devices, technology should always enhance—never hinder—employee productivity. Properly implemented tech helps employees work faster, but it also improves accuracy and efficiency, and can even help reduce fatigue over the course of a shift.



5. Management

Technology can be enough of a challenge on its own; leadership doesn't want complex, layered partnerships to have to navigate alongside an increasingly complex IT environment. But it does want easy-to-use dashboard access to real-time data and insights. And when it all connects to a single source of enterprise truth, data access can be transformational for businesses.

TODAY'S COMPLEXITY DEMANDS AN INTEGRATED APPROACH

When a technology solution succeeds in all five challenge areas, it can effectively leverage the power of each technology while integrating and operating seamlessly. That means balancing employee experience and engagement with the need to deliver optimal visibility to leadership.

Our experts lead with an approach that ensures solutions are holistic and tailored to meet the specific needs of customers' operational workflows and end users. Here are a few of our recommendations for overcoming the biggest obstacles:

Security: Prioritize Protection & Data Access Control

In facilities that rely on data integrity to operate, securing devices, applications, and data is non-negotiable. To safeguard against threats and vulnerabilities, security measures need to address every detail from software patching to end-of-life processes for final disposition of hardware:

Operating system and security patching shields critical systems

- Regular OS updates protect against the latest threats
- Automated patch management reduces downtime and human error
- Continuous monitoring ensures fast security advisory response

Enterprise Mobility Management (EMM) enhances device security

- Centralize control of enterprise devices, end user enablement tools, and apps
- EMM policies control access to infrastructure and data
- Remote wiping of lost or stolen devices protects sensitive information
- An EMM partnership can offer greater access to experience and expertise at scale

Partner with a SOC 2® Type 1 compliant provider

- Service Organization Control 2® Type 1 and MSP Verify™ prove excellence in managed services
- Certified organizations adhere to high standards of data protection and privacy
- Regular, independent third-party audits validate security measures
- Proven compliance builds trust with stakeholders



Secure end-of-life tech retirements

- Systematic decommissioning and data purging prevent breaches
- Responsible recycling and disposal of old technology
- Data protection extended beyond the device's operational life cycle

Dependable security makes it easier to integrate new technologies and adapt to evolving industry standards, so you can focus on growth and innovation without compromising on safety.

User Experience: It's All About Employees

Optimized for productivity is optimized for employee satisfaction.

Every aspect of the user experience—from mobile and end user enablement device selection to application interface design—simply must prioritize ergonomics, accessibility, and efficiency. A focus on ease of use allows workers to spend more time accomplishing tasks and less time navigating menus and clicking.

Wearables, automation, and advanced data capture technologies all contribute to a streamlined user experience—and a nuanced understanding of how all the components work best together is a benefit that comes with experience and expertise.



Intuitive UI designed to make every click count

- Streamline workflows to simplify processes
- Minimize user error with uncluttered UI layouts
- Save time with quick access to the most frequently used functions
- Boost efficiency by minimizing clicks and actions required to complete tasks
- Customizable UI configurations adapt for different users, roles, and needs
- Responsive design ensures compatibility across devices and screen sizes, so workers can personalize devices / end user enablement to optimize productivity

Gamification to boost engagement and productivity

- Scale and gamify onboarding, training, and upskilling
- Offer real-time feedback, recognition, and rewards based on performance metrics
- Foster a motivating and engaging work environment

Easier upskilling and training

- Simplify onboarding with intuitive tools and structured, on-demand training
- Create clear career paths that encourage growth and retention
- Attract and retain gig and seasonal workers by supporting quick wins

Reliability: Optimize Responsiveness & Minimize Downtime

Robust, reliable infrastructure and devices are essential for maintaining efficient operations and minimizing disruptions. Systems, devices, and workflows have to support consistent performance and continuous availability for 'round-the-clock operations.

Streamline RMAs and spare pool workflows for devices and end user enablement tech

- Implement rapid replacement and repair management processes
- Minimize RMA-related administrative burdens
- Keep pre-configured spare units ready to deploy for quick substitution

Network uptime, failover, and cellular backup strategies

- Prevent connectivity loss with high-availability network setups and automatic failover capabilities
- Back up connectivity with robust cellular solutions
- Anticipate and resolve issues before they hurt productivity with continuous monitoring and proactive network health management

Always-available modern mobility and printing solutions

- Robust and rugged mobile devices and printers are designed for 24/7 operation
- High-availability systems minimize downtime and maximize productivity
- Reliable hardware withstands rigorous use to support critical tasks

Track consumables and labels inventory to ensure uninterrupted supply

- Track and monitor critical consumables and labels
- Automate alerts and reorder processes so supplies are always on hand
- Choose platforms that integrate with enterprise resource planning (ERP) systems for real-time visibility and management



Productivity & Job Satisfaction: Less Effort, More and Better Output

Complex, dynamic work environments can create productivity challenges, but done right, strategic technology upgrades and task innovations can boost efficiency, reduce waste, and improve worker satisfaction.



Automate repetitive tasks

- Reduce manual data entry to minimize risk of human error
- Increase speed and process efficiency
- Reallocate human labor to higher-value, more meaningful work activities

Reduce walk time with AMRs

- Automated, self-powered autonomous mobile robots (AMRs) can transport materials while minimizing physical strain and motion waste
- Transport more items in a single trip to reduce trip frequency
- Streamline tasks, speed up operations, reduce fork truck traffic, and eliminate or reduce the need for conveyor systems

Offer expert service desk support

- Advanced monitoring tools detect and address system and device issues before they escalate
- Look to a managed services partner for fast resolution of technical issues
- Train and empower employees to handle minor issues independently

Optimize inventory and asset management for true enterprise data visibility

- RFID and barcode technologies enable granular, real-time asset tracking capabilities
- Reduce errors and inventory discrepancies
- Improve order and shipment accuracy
- Enable data-driven operational decision-making with precise asset and inventory usage monitoring



Efficient use of resources depends on data visibility—and operational excellence comes as a result of employees performing at their best.

Management: Streamline Strategic Oversight & Control

Sophisticated tools and practices can only deliver value if they improve decision-making, streamline operations, and enable granular visibility into processes in ways that are meaningful to the end user, no matter where they are in the enterprise.

Centralized control platforms

- Enable centralized control over data and integrate platforms that connect seamlessly across the enterprise
- Build user-centric dashboards and reporting tools to monitor the performance metrics that matter most

One integration team

- Partner with a trusted, unified integration team for end-to-end support and the benefit of long-standing OEM relationships

Granular visibility

- Deliver what's needed from instant insights to in-depth detail by role, function, location, etc.
- Get visibility into every detail of every device, tool, asset, and item in inventory—from fixed assets to shared mobile devices to consumables

Empower the workforce, transform the workplace

A modern, cohesive data management system drives efficiency and improves the user experience—from the production floor to the C-suite. That's why our services begin with an integrated approach.



Professional Services

DecisionPoint Technologies offers comprehensive system design and consulting services to ensure that every corner of your operation is optimized to support efficiency, adaptability, and sustainable growth.

Consulting

- Mobility Solution consulting
- Network Management consulting
- MDM / UEM consulting
- RFID / IoT Solution consulting
- Voice Automation consulting
- Point of Sale consulting
- Retail Store consulting

Deployment and Refresh Services

- Device Configuration and Deployment
- Technology Deployment Services
- End-of-Life Dispositioning and E-Waste
- Hardware Buyback
- Legacy Hardware Repair

Technical Services

- Technical Project Management
- Wireless LAN Survey & Deployment
- Broadband / 5G / WAN Deployment
- Tech On Demand
- Gamification Services
- Modernization Services
- API Integration Services
- Device OS and Patching
- Training Services
- Voice Automation
- Solution Requirements Evaluation (SRD)
- Telematics Solutions

Field Services

- Onsite Installation
- Onsite Deployment Services
- Wireless LAN Survey
- Wireless Troubleshooting
- RFID Solution Services
- Tech On Demand
- Warehouse Decoration
- Calibration and Tune-up Services





Managed Services

From staging to full installation, DecisionPoint Technologies' team manages every step of deployment to ensure your devices, software, and systems run optimally—without delays or disruptions.

Consulting

- Spare Pool Management
- Device Management and Security
- MDM / UEM Selection, Standup and Administration
- Proactive Support and Monitoring
- Equipment Rentals & Leasing
- Connectivity

Software & Products

DecisionPoint Technologies offers a suite of proprietary, purpose-built software solutions designed to optimize asset management, streamline workflows, and provide actionable insights for smarter decision-making.

IntelliTrack

Consolidates asset, service, and inventory information into a single source of truth, enabling smarter resource allocation and strategic planning.

ViziTrace RFID / IoT Platform

Delivers scalable, enterprise-ready RFID solutions. Configurable applications and proven APIs ensure seamless integration with ERP, WMS, and ITSM platforms.

MobileConductor DSD Platform

Eliminates manual processes and empowers field teams to optimize routes and boost sales through instant, real-time access to critical business information.



DON'T WAIT TO START YOUR TRANSFORMATION

Enterprise mobility management is complex, and new implementations and upgrades can be risky. With the right partner, your next step toward modernization can transform your business and empower your workforce. Our experts in supply chain and mobility help our customers overcome the challenges.

Don't let the complexity of transformation hold you back. Take the first step to become a more data-driven—and people-friendly—enterprise. Request a consultation with one of our friendly enterprise mobility experts today. They're ready to collaborate to design and implement a customized solution that supports your business growth, today and into the future.

REQUEST YOUR CONSULTATION

