

# Tablet Inventory, Configuration and Deployment: Telecommunications

Case Study

Telecomm

Project Vertical

Retail

Project Description

A major telecommunications company with more than 2,200 retail locations nationwide utilizes Apple iPad tablets in conjunction with its point-of-sale (POS) systems. As a result, the company needed a streamlined method of delivering fully configured tablets to sales associates and tracking those assets across its operations.

ProSys has maintained a longstanding relationship with the company and understands the requirements of its retail operations. ProSys developed and implemented a solution that enables the rapid rollout of new iPads to retail locations as needed as well as rapid replacement of failed units.



## Solution

ProSys provides customized staging, configuration, testing, inventory management, shipping and related services through its Integration Center, a state-of-the-art, 138,000-square-foot facility staffed by certified engineers, technicians and logistics specialists. The ProSys Integration Center enables customers to avoid much of the disruption of onsite deployments, and facilitates large-scale rollouts of mobile devices and other equipment.

ProSys keeps a supply of iPads in stock for the customer, and downloads the serial number, IMEI (a 15-digit number unique to each mobile device) and identifying information from the SIM card. The iPhone Configuration Utility is used to obtain the Unique Device Identifier (UDID), a sequence of 40 letters and numbers specific to each Apple device. The downloaded data is matched to the serial number in an inventory database ProSys developed for the customer.

The customer pulls information from the database hourly to activate the SIM cards and assign a wireless number to each iPad. ProSys then assigns an Apple ID, downloads and installs 36 apps from iTunes, loads a custom POS app and gets the units registered into the customer's mobile-device management solution.

The ProSys team custom labels each unit and applies an asset tag, security tag and antiglare screen. The iPad, POS scanner, cables and stylus are placed in a case with the customer's logo, and the entire unit is placed in a custom box that requires no packing materials.

In addition, ProSys stocks spare units as part of a hot-swap program. If an order is placed in the customer's retail help desk by 3 p.m. Eastern Time, ProSys ships the replacement hardware the same day for overnight delivery.

## Results

Although the customer is a Fortune 20 company, it is more cost effective to out-source the handling of the configuration of the iPads and the logistics of deployment. The ProSys Integration Center provides the technical skill sets, warehouse facilities and logistics capabilities to ensure that the tablet devices are delivered efficiently and an accurate real-time inventory maintained.

## Solution Summary

- ProSys facilitates the ongoing deployment of Apple iPads to the customer's retail locations for use with its POS system.
- The ProSys Integration Center provides the warehouse space and logistics capabilities to stock the equipment, as well as the skilled manpower to configure and track the tablets and prepare them for shipment.
- The ProSys team created and maintains a customized database of inventory and location information.
- A hot-swap program enables the overnight delivery of replacement units.

