HEARTLAND

CASE STUDY

COLD STORAGE MOBILITY MANAGEMENT

Cold Storage Mobility Management at Scale

Managed mobility, lifecycle support and acquisition integration

For a major cold storage and distribution company, freezing temperatures, diverse device fleets and ongoing mergers and acquisitions have created challenges around standardization, support, and integration. Today, Heartland manages approximately 10,000 devices through its AlwaysOn™ program, providing centralized support and lifecycle management that help maintain reliable operations, simplify acquisition onboarding, and reduce the burden on internal IT teams as the company continues to grow.



Challenge

Managing mobile technology across hundreds of distribution centers is complex. In cold storage environments where equipment must withstand freezing temperatures, humidity and the demands of continuous daily use, mobile device management becomes even more challenging. For a major cold storage and distribution company, that complexity grew alongside the business.

For over 25 years, the company has expanded, bringing new facilities, device fleets, and operational processes into its network. Each acquisition introduced potential inconsistencies in hardware, device configurations, carrier relationships, and support procedures. Integrating these differences while maintaining dependable operations required a coordinated, scalable approach.

Without a standardized process, managing devices across such a widespread network can place significant demands on internal IT teams. Troubleshooting issues, coordinating repairs and replacements, maintaining compatible device configurations, and onboarding newly acquired locations all require time and resources. Device downtime disrupts frontline workflows, affecting the movement of goods and the teams responsible for keeping distribution operations running.

With approximately 10,000 devices supporting its growing network, the company needed more than reactive technical support. It needed a comprehensive, reliable way to manage the entire device lifecycle, maintain consistency across locations, and integrate new facilities without creating additional complexity. The goal was to support continued growth while keeping mobile technology dependable and internal IT resources focused on broader business priorities.

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Solution & Implementation

Through its AlwaysOn lifecycle services program, Heartland provides centralized mobile technology management across the company's extensive distribution network. Acting as an extension of the internal IT team, Heartland oversees the day-to-day support, maintenance, and lifecycle needs of approximately 10,000 devices, helping keep frontline operations running smoothly.

The partnership brings multiple services together under one unified program. Heartland provides help desk support to troubleshoot device issues, along with standardized "golden image" configuration to help maintain consistency across locations. As devices approach end of life, Heartland coordinates refreshes to keep the fleet current and compatible with evolving operational requirements.

When devices need repair or replacement, Heartland manages RMA coordination through its U.S.-based certified repair center and oversees spare pool coordination to help minimize disruptions. Centralized mobile device management (MDM) and Android compatibility support provide additional oversight, helping maintain consistent configurations and simplify device administration across the network.

Heartland also plays a key role as the company continues to grow. When new facilities join the network, Heartland assesses existing hardware, identifies opportunities to standardize configurations, and integrates device fleets into the established managed services program. This repeatable onboarding process helps bring newly acquired locations into the existing technology ecosystem without requiring added support processes for each facility.



Brady Rugged Mobile Computers

The best in ultra-rugged mobile technology built for demanding cold storage environments



Brady Thor VM1A

Rugged, Android-based vehicle-mounted computer designed for maximum forklift efficiency

Impact & Results

By combining proactive lifecycle management, responsive technical support and acquisition integration, AlwaysOn gives the company a consistent approach to managing mobile technology across a complex, evolving operation. With Heartland managing these day-to-day responsibilities, internal IT teams can spend less time coordinating device issues and more time focused on broader technology and business priorities.

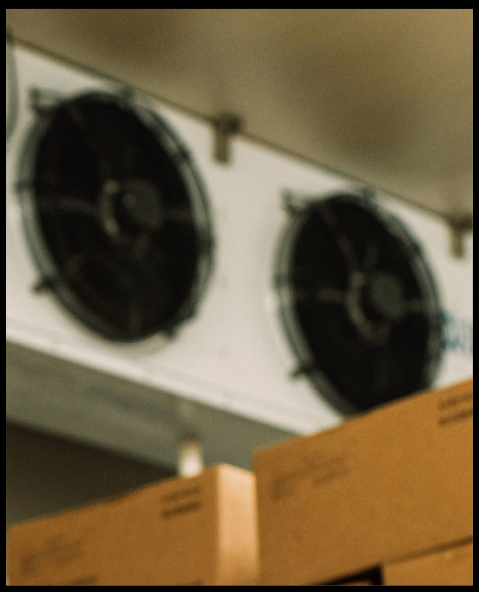
The partnership also provides a repeatable framework for integrating newly acquired facilities into the company's growing distribution network. Rather than creating new device management processes with every acquisition, the company can build on an established program designed to accommodate change. This approach supports greater consistency across an evolving operation while helping the business scale without adding unnecessary complexity to mobile technology management. Through AlwaysOn, Heartland remains a trusted partner in keeping devices supported, operations moving and the company prepared for continued growth.

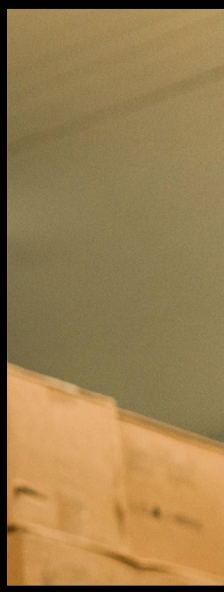
A Unified Approach

By bringing help desk support, repairs, spare pool logistics, device refreshes, and mobile device management together under one program, Heartland helps reduce the complexity of supporting the client's large, distributed device fleet.

- RMA Management
- Repair Management
- Golden Image
- Configuration Services







Built to Scale. Backed by Heartland.

Managing mobile technology across a growing distribution network? See how Heartland helps you simplify device management, integrate new locations, and keep operations moving as your business grows.

CONTACT US TODAY

About Heartland

Heartland is the leader in supply chain technology, delivering custom solutions to optimize workforces. With decades of experience and unmatched experience across brands and devices, Heartland offers real-world solutions that simplify workflows, streamline administration and drive efficiency. From procurement to end-of-life, we're with you every step of the way, and are proud to deliver solutions that keep your mobile workforce performing.

HEARTLAND

1000 Ridgeview Dr
McHenry, IL 60050
800-708-7226
heartland-usa.com