

## HEALTHCARE DISTRIBUTION MODERNIZATION

# Modernizing Mobility at Scale

Transitioning from legacy constraints to a  
stable, future-ready Android ecosystem

A fortune 500 healthcare logistics company's multi-decade mobility environment was built for a different era of distribution. As legacy Windows CE/Telnet devices, aging MDM software, and consumer-grade hardware began to strain under modern operational demands, management overhead increased and reliability declined. Licensing shifts and "thick-client" dependencies further limited flexibility, creating mounting technical debt across more than 3,000 devices nationwide.

Heartland partnered with the client to execute a strategic Android migration centered on rugged Honeywell hardware, server-managed software, and cloud-based device management. Through phased deployment, strict certification controls, and custom engineering, the modernization stabilized infrastructure, streamlined workflows, and positioned the client for scalable growth.



## Challenge

The healthcare logistics company faced growing operational strain as its long-standing mobility ecosystem struggled to keep pace with modern distribution requirements. The introduction of consumer-grade devices created higher management overhead and lower reliability compared to purpose-built rugged hardware. At the same time, legacy Windows CE/Telnet devices and aging MDM software created “thick-client” (locally-hosted) dependencies that made remote configuration and support increasingly difficult.

Licensing changes added another layer of complexity. When software shifted to a subscription-only model in 2023, the client lost the ability to purchase new perpetual licenses, increasing projected long-term costs and limiting flexibility in software planning. These constraints left the organization exposed to escalating costs without corresponding improvements in performance.

Operational friction was also evident on the warehouse floor. Shift startups required manual login processes, and pairing ring scanners often meant scanning six to eight barcodes per device. Static print stations introduced unnecessary travel time and label waste in outbound shipping and receiving. What had once been a stable environment had become fragmented, inefficient, and costly to maintain.

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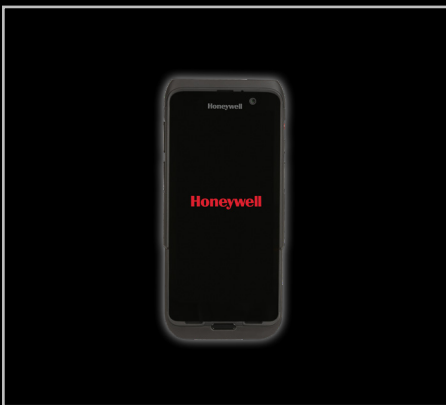


# Solution & Implementation

Heartland proposed a holistic modernization strategy focused on fit-for-purpose hardware and a server-managed architecture. The device fleet utilized rugged Honeywell Android models including CT47, CT45XP, and CW45 wearables, delivering durability and multifunction flexibility. Aging software was replaced with StayLinked SmartTE, shifting configuration control from individual devices to the server for improved agility, redundancy, and IT oversight. At the same time, SOTI MobiControl Cloud was implemented to provide reliable Android management, remote support, and automated provisioning across the national footprint.

Execution followed a deliberate, distribution center-by-center rollout to ensure stability and incorporate operator feedback. Strict certification gates were enforced so that OS updates were deployed only after validation by both the voice application vendor and internal testing teams. Heartland also engineered custom auto-login scripts and unified keyboards to simplify user interaction across host systems, while implementing scan-to-pair provisioning workflows that reduced device setup from multiple barcode scans to a single scan.

When a critical Bluetooth driver issue temporarily stalled the CW45 rollout in late 2024, Heartland managed a three-month escalation with Honeywell engineering to secure an OS-level resolution. The issue was resolved without derailing the broader modernization roadmap reinforcing a disciplined, stability-first approach.



## Honeywell CT47 Mobile Computer

A rugged, 5G-enabled Android mobile computer built for high-performance scanning, real-time data access, and all-day durability in demanding distribution environments.



## Honeywell CT45XP Mobile Computer

Delivers enterprise-grade durability and enhanced scanning performance in a sleek, ergonomic handheld designed to streamline warehouse and logistics workflows.



## Honeywell CW45 Wearable Computer

A lightweight wearable mobile computer that enables hands-free picking and voice-directed workflows to improve speed, accuracy, and operator comfort.

## Impact & Results

Heartland's modernization approach shifted the client from a reactive maintenance posture to a proactive, scalable operation. Moving to StayLinked SmartTE restored IT control over configurations without requiring physical device touchpoints, while SOTI MobiControl Cloud established a stable foundation for managing more than 3,000 devices nationwide. Ergonomic improvements from CW45 wearables and 8675i ring scanners enhanced picker comfort and productivity, while mobile printing reduced label waste and unnecessary floor travel.

The partnership also delivered measurable performance gains. A legacy 100MB+ Excel asset report was reengineered into a streamlined Visual Basic-driven file under 10MB, reducing runtime from hours to under three minutes. Deployment velocity remained strong, with the majority of the national CW45 rollout completed within a three-month window. Meanwhile, Heartland's AlwaysOn lifecycle services model and customer-owned spare pool ensured overnight replacements and maximum uptime across distribution centers.

Perhaps most strategically, the migration to SmartTE eliminated subscription-only licensing constraints, restoring financial control and placing the client firmly back in the driver's seat regarding long-term software spend.

## Uptime Without Compromise

For the client, operational continuity is everything. Heartland's AlwaysOn program delivered meaningful impacts to uptime across distribution centers:

- Full device lifecycle services
- Customer-owned spare pool
- Repair Management
- Integrated Help Desk



# Engineered for Uptime and Built to Scale

If legacy systems are slowing your operation, Heartland can help you modernize with confidence. Let's build a mobility strategy that keeps your distribution network running without disruption.

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## 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](http://heartland-usa.com)