

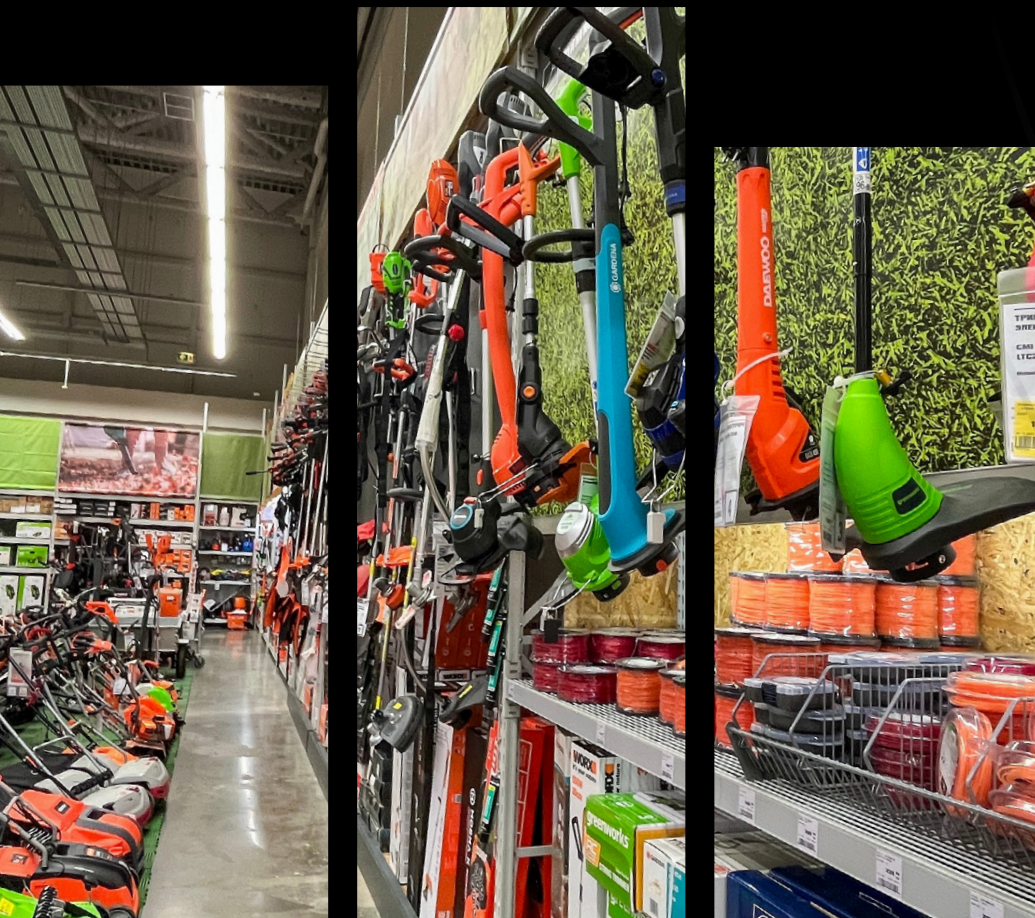
DISTRIBUTION & LOGISTICS MODERNIZATION

Heartland Improves Digital Logistics for a Large Landscape Supply Company

From device failures to a scalable managed mobility strategy

When invoicing errors and hardware failures threatened the launch of a major distribution center, a major landscape supply company faced significant operational risk. Device breakdowns slowed workflows, delayed order processing, and caused costly inaccuracies. With expansion underway, the client needed more than a temporary fix, they needed a long-term mobility strategy to stabilize and scale.

By implementing a certified repair program and a robust MDM solution, Heartland transformed a high-stakes technical crisis into a streamlined, scalable managed services partnership.



Challenge

The client was operating within a “messy ecosystem.” Invoices from prior partners frequently failed to match original quotes, creating financial discrepancies that required time-consuming internal audits. Instead of focusing on growth and operations, teams were forced to chase down overcharges, reconcile credits, and manually validate billing accuracy, adding unnecessary administrative strain and eroding trust in their vendor relationships.

At the same time, their existing Mobile Device Management (MDM) platform was struggling to keep pace with modern Android operating systems. As updates rolled out, compatibility issues mounted. Devices became increasingly difficult to manage, troubleshoot, and secure, creating ongoing technical friction for IT and operational teams alike.

Hardware unreliability compounded the problem. A previous partner deployed bugged Android 13 OS versions on critical Honeywell scanners, leading to frequent device crashes and inconsistent performance on the warehouse floor. These scanners were essential to order processing and inventory workflows, so even minor instability had immediate operational consequences.

All of these issues converged at the worst possible time. Technical failures threatened the launch of the client’s first-ever distribution center, a major strategic milestone. With unreliable devices, billing disputes, and management platform limitations, the risk of significant downtime loomed large, putting the entire facility in jeopardy of being fully offline during a critical expansion phase.

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Solution & Implementation

Heartland delivered a comprehensive strategy to stabilize the client's mobile ecosystem and create long-term scalability. As a North American certified Honeywell repair center, Heartland offered first-party parts and centralized U.S.-based repair handling, immediately improving device reliability and turnaround times. This foundation eliminated uncertainty around hardware performance and restored operational confidence.

Through the "AlwaysOn" Managed Services program, Heartland implemented structured RMA management, spare pool logistics, and post-repair configuration using a standardized "Golden Image". The company was also migrated from AirWatch to a new SOTI MobiControl environment for improved Android compatibility and manageability.

In parallel, Heartland managed a complex carrier transition to T-Mobile, integrating SIM activation into the repair workflow to prevent future disruptions. Billing was consolidated into a single, accurate monthly invoice, eliminating audit burdens and delivering financial transparency.

Execution began with a phased onboarding led by Heartland's Project Management Office (PMO), which gathered configurations and trained the client's teams on a custom portal for RMA submissions and ticket tracking. This structured approach ensured alignment, visibility, and accountability from the outset.

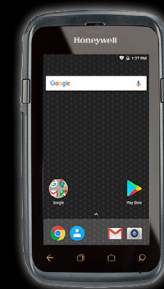
When urgent challenges arose, Heartland responded immediately. A four-person team configured 37 devices in one hour to rescue a critical distribution center pilot, while 20 "bricked" tablets were recovered within eight business hours after identifying an undocumented OS battery requirement.

At scale, Heartland replaced 275 SIM cards across 48 branches in just 14 days and integrated RP2F mobile printer support into the managed services agreement within three weeks. Through disciplined planning and rapid response, instability was transformed into a repeatable, scalable operational model.



Honeywell CT60 Mobile Computer

Rugged mobility designed for speedy data capture and real-time connectivity to business critical applications



Honeywell CT47 Mobile Computer

Built for high performance scanning, real-time data access and all-day durability in tough environments

Impact & Results

Heartland transformed the customer's mobile operations from a source of friction into a reliable, high-performing ecosystem. Rapid response to C-level escalations prevented potential site-wide shutdowns, most notably securing the successful launch of their first-ever distribution center. By recovering "bricked" hardware once considered lost and resolving long-standing invoicing inaccuracies, Heartland delivered immediate cost savings and restored operational stability.

Day-to-day operations became significantly more streamlined. A centralized "Mobile Pro" support channel and dedicated service portal reduced administrative burdens and simplified communication for non-technical staff, minimizing downtime and eliminating the need for manual billing audits. With the support of Heartland, reactive troubleshooting became proactive lifecycle management.

Today, the partnership supports 3,263 assets across 773 locations, many of which have low device counts but high operational complexity. Seamless carrier migrations, standardized configurations, and a clear roadmap for a 1,898-device refresh reflect the evolution of the relationship from tactical vendor support to a high-trust strategic alliance.

AlwaysOn in Action

Heartland's AlwaysOn program brought structure, consistency, and long-term stability to the client's mobile environment laying the foundation for smarter lifecycle management and stronger operational performance.

- RMA Management
- Spare Pool
- Golden Image
- Repair Management



Stabilize Today. Scale for Tomorrow.

If your mobile ecosystem is creating friction instead of driving performance, it's time for a better approach. Let Heartland help you build a managed services strategy that delivers reliability, transparency, and long-term growth.

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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