

A silhouette of a warehouse worker stands in the foreground, holding a handheld device up to scan a label on a high industrial rack. The rack is filled with boxes and stretches into the background. The scene is lit with warm orange light from the racks and cooler blue light from the background.

rfsmart®

Your Supply Chain: Mobile. Accurate. Real-Time.

Problems a Hardware Partner Can Help Solve

After working with hundreds of customers in nearly every environment, our team has seen it all. Here are a few hardware scenarios we regularly encounter:

MY DEVICES WON'T SCAN BARCODES ON HIGH RACK LABELS

ANSWER: The imager in your device can't read the label. We'll look at the lighting in your warehouse and the distance your workers need to scan from. This might also be a good time to discuss your processes, and we can also recommend a different type of imager.

IT TAKES FOREVER FOR TRANSACTIONS TO PROCESS

ANSWER: First step, let's look at your WiFi network. Is the existing able to handle a data collection system? Is your network able to handle current devices? We'll work with you to complete a site survey to review your current equipment and coverage. It is important this is done by a technician that understands the needs of a data collection system. (For example, a local technician may say your wireless connectivity is fine, but multiple workers processing transactions at the same time could bog down an old system.)

WHY CAN'T I USE MY EXISTING DEVICES?

ANSWER: While your users may be comfortable with older devices, and there is a cost to upgrade devices, there are many reasons to consider it. One of the main reasons for many customers is support for Windows OS Devices ending in 2020. Another reason: Your processing speed decreases as devices age, and they might not be able to run current applications. This effects your user experience (see question above).

If you've been using consumer-grade devices, our experience shows these are not the most efficient solution for a rough environment like a warehouse. Many customers end up replacing them multiple times after dropping them. You also can't lock them down, which can lead to security issues.

WHY WON'T MY DEVICE READ A LABEL?

ANSWER: There may be a few reasons. Have you activated the barcode symbology on the device? This is a simple fix. If that isn't the problem, your barcodes may be too small or unreadable. Consulting with our label expert will help determine if the problem is size, label type or a printer issue. We can also help create custom labels for your operations.

HOW DO I EASILY MANAGE MULTIPLE DEVICES?

ANSWER: While there are many Mobile Device Management platforms available, as a hardware partner, we can recommend an enterprise solution that is built for an industrialized workspace. Use the MDM to manage multiple devices, view statuses like battery life and keep them updated all in one place.