

Case Study

WIRELESS LANS PROVIDE MAJOR COST SAVINGS



The customer

A world leading manufacturer of "Own Brand" products for retailers such as Home Depot and Menards, headquartered in Eden Prairie, MN with manufacturing locations in China

The problem

Productivity and customer service were suffering due to missed phone calls in the warehouse area. Operators in the warehouse were spending up to five additional hours per week by having to return to the office to answer calls from delivery drivers, customers etc.

The solution

The customer had an existing Cisco Voice Over IP (VoIP) enabled network. To enable (VoIP) over wireless entailed replacing the existing Cisco 7940 phones with low cost wireless access points. The warehouse staff were given Cisco 7970 phones which are wireless (VoIP) phones and when a call was put through to their extension, the 7970 would ring. An additional benefit is the 7970 is virtually identical to a mobile phone, allowing the staff to immediately identify with the unit and being able to operate the phone with confidence.

The pay-back

The man-hour cost savings in the warehouse provided an astounding ROI on that project cost of two weeks