



Veritiv improves operations by implementing an efficient warehouse management solution.

Veritiv is a business-to-business distributor of print, publishing, packaging, and facility solutions, as well as a provider of logistics and supply chain management services. They were looking to implement a warehouse management solution that included mobile computers, vehicle mounted computers, and professional services for their operations inside the four walls.

OCR Canada partnered with Zebra and SOTI to deliver a hardware and services warehouse management solution. OCR Canada recommended the MC9000 series mobile computers and VC series vehicle mounts for their WMS and inventory operations. However, the professional services is what differentiated OCR Canada from the competition. OCR Canada offered their own TrueSupport services, which includes a platinum-level technical support, repair triage, and service management for all covered products.

In addition to TrueSupport, OCR Canada conducts spare pool management, RMA triage (via custom portal that OCR Canada developed for Veritiv), break-fix (on devices no longer supported), staging, and configuration for over 1,200 devices that get delivered to over 60 locations nationwide. Furthermore, OCR Canada manages the remote desktop and provisioning of the devices using SOTI mobile device management. Lastly, all devices are not only covered by OCR's TrueSupport, but they are also backed by Zebra's OneCare service contracts.