



## It takes a whole team: How VersaCold partnered with OCR Canada to streamline device management.

Unlike traditional warehousing and distribution, cold chain management poses multiple challenges, ranging from swinging temperatures to controlled transportation. It is estimated that the global food industry loses nearly \$750 billion per year in spoiled food coming from improper handling and cold chain management. To maintain cold chain integrity, workers depend on freezer-ready, fail-proof technologies that secure maximum uptime and visibility throughout the whole operation. However, in addition to high-performing hardware, enterprise efficiency also depends on responsive device management and maintenance to ensure solutions run seamlessly.

### Business Challenge

Operating 33 cold storage facilities across Canada for over 60 years, VersaCold has remained committed to providing the highest food safety standards. As the only national provider of temperature sensitive warehousing and distribution, they sought to eliminate additional expenses and breakdowns from outdated mobile devices. Without a unified device management system, they paid for individual repairs, racking up high costs over time.



**Industry:** Food & Beverage

**Application:** Device Management and Cold Chain Management

**Challenge:** Individual device management plans for over 33 locations became too costly, especially for cold chain environments where devices are more likely to need repairs.

**Featured Solution:** Honeywell's rugged enterprise computers and scanners paired with Cisco Wireless and StayLinked streamlined management services while eliminating dropped sessions and device breakdowns.

**Key Benefits:** Less legacy devices and a unified helpdesk service helped lower operational costs and secure maximum device uptime.

## VersaCold

To avoid extra costs, broken devices were being stored in closets, leading to even more confusion surrounding the number of deployed devices. Without proper asset tracking, operators had to purchase new devices, resulting in a wide range of new and old devices from different manufacturers, which further complicated proper asset management.

### The Solution

OCR Canada had already been providing repairs in the past, which is why they were selected to create a streamlined device management plan to verify maintenance schedules and replace aged equipment with modernized freezer-ready devices from leading tech players like Honeywell. The resulting solution was composed of:

- **Honeywell enterprise computers** – Designed for easy operability in freezing temperatures with condensation-resistant touchscreens and high ergonomics.
- **Honeywell rugged scanners** – Equipped with 2D scanning abilities that extends greater distances and captures damaged/frosted barcodes.
- **Cisco Wireless** – OCR Canada offered a wide variety of wireless vendors, however, Cisco's wireless best fit stipulated requirements by withstanding the harsh cold environment without electrical wiring and heaters in the freezers.
- **StayLinked** – Provided fast WMS connectivity while preventing dropped sessions when moving between freezers.

Finally, OCR Canada further simplified device management with TrueSupport for adaptable technical assistance via phone, email, or in-person. With TrueSupport, individual sites were surveyed, so deployed devices could match the unique challenges of each workspace.

Plus, in the event of breakdowns, TrueSupport also offered spare pool management to limit downtime while devices were repaired.

### Benefits and Results

By standardizing equipment management across facilities and retiring legacy devices, VersaCold was able to lower operational costs while providing fast IT assistance through one helpdesk platform. Devices are now serviced within warranty schedules before they break down and halt productivity. Lastly, OCR Canada was able to quickly adjust device settings to individual sites following repairs, minimizing additional downtime, and creating one seamless workflow.



OCR continues to demonstrate a willingness to bring in new vendors to allow VersaCold to keep all our wireless needs under one roof,” says Andrew Cree, Vice President of Technologies. “As the partnership continues to grow, we have found OCR’s technical support to be very knowledgeable, helpful, and good at engaging manufacturer support, software as required.



– Andrew Cree, VersaCold



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