



Zekelman Industries Upgrades to an Integrated Android Mobile Solution with Advice and Support from OCR Canada.

Zekelman Industries is an international steel products company with operations across 17 manufacturing locations in the U.S. and Canada. To meet demand from its market, Zekelman manages a large volume of raw materials and finished structural steel and pipe inventory.

Business Challenge

In the 1990s, Zekelman custom-built and deployed a Windows CE application to collect inventory data and log transactions in its SAP system. Recently, however, Zekelman struggled to keep its inventory management system running smoothly. The mobile devices the company was using were no longer supported by their manufacturers, and even refurbished products were unavailable on the market. As a result, the company didn't have enough devices for its mobile users.

Additionally, the company no longer had in-house Windows CE development resources to update its custom applications, troubleshoot, or retire unnecessary features, so maintenance was costly. The outdated system also created security vulnerabilities, putting the company at risk for malware attacks and data breaches.



Company: Largest independent steel pipe and tube manufacturer in North America

Application: Zebra Android mobile hardware and a new SAP-compatible inventory management app

Challenge: Legacy devices were no longer supported or available in the market, and the company's Windows CE app was costly and time-consuming to maintain.

Featured Solution: Zebra Android mobile devices, including Zebra TC52/58 and Zebra MC9300 mobile computers, Mobile Device Management, Thermal tags

Key Benefits: The new solution enables faster, easier, more accurate inventory transactions, security improvements, and long-term support

The Solution

OCR Canada teamed with Havensight Consulting and Zebra Technologies to help Zekelman migrate to new and widely supported Android mobile solutions. Havensight created a mobile app that takes advantage of new Zebra Android devices while maintaining integration with Zekelman's existing business processes and SAP backend connection. Havensight also ensured Zekelman's internal development team could support the app moving forward. This allowed Zekelman to significantly boost its device and authentication security while ensuring its software is supported and can be developed and maintained for years into the future.

OCR assisted Zekelman with deploying Zebra TC52/58 and MC9300 mobile computers to equip employees with rugged tools with multiple connectivity options for reliable performance. Zekelman also chose a mobile device management solution to ensure that its IT team could centrally manage the devices and app across all of its sites and opted to take advantage of Zebra OneCare through OCR Canada for device service.

OCR also custom-designed a two-part label/tag system. This system created a peel-off part of the label for tracking and permanent tags used on steel rolls. As part of a media contract, OCR Canada will keep label and tag inventory on hand, providing the peace of mind that they'll be available on demand.

Benefits and Results

The modern Zebra Android mobile devices and new mobile app enhance user experiences and deliver easier, more accurate inventory transactions. The system is also efficient, fully integrating with existing SAP backend processes.

In addition, the new solution allows Zekelman to save on support and mobile hardware costs by using OCR Canada for technical support, service management, and repair triage.



We purchased blocks of hours for OCR Canada to provide prompt support and service on demand if questions or issues arise or a device needs repairs. It's all part of a complete solution that has allowed us to simplify its mobile solution management while reducing costs.

-IT Project Leader at Zekelman Industries



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