



## >> Sleepmasters Case Study

*"It's vital to our operation to get a replacement device fully configured and delivered to our remote mobile workers as soon as possible. The Ryzex Advanced Exchange service gives us total piece of mind".*

**- Mark Harrison  
Distribution Director,  
Sleepmasters**

### **THE CUSTOMER:**

With over 140 stores throughout the UK, Sleepmasters is one of the top multi-site bed retailers in the country. For 20 years, Sleepmasters has developed their expertise in providing customers with the best quality beds and mattresses. Sleepmasters beds are delivered to customers' homes from one of four warehouses.

### **THE PROBLEM:**

Sleepmasters delivery drivers had been using non-rugged, consumer grade devices for a SatNav solution, to collect proof of delivery signatures from customers and to track and trace stock. These weren't, however, reliable or robust enough and were constantly letting Sleepmasters down and impacting the retailer's customer service levels. It therefore became evident that a rugged, mobile solution was necessary.

### **THE SOLUTION:**

The requirement was put out to bid and several responses were received. Being vendor neutral and working with all leading manufacturers of rugged, mobile technology, Ryzex was able to recommend two devices from two different manufacturers. A month long pilot was carried out at Sleepmasters' locations in Lancashire and South Wales where delivery drivers took the devices out on the road. The pilot was successful and Sleepmasters chose Intermec's CN3 as their new solution to be rolled out to their delivery drivers. The CN3 is a compact, rugged device designed to meet the needs of mobile workers performing mission critical tasks in transportation, logistics and field service. Ryzex provides complete lifecycle solutions for mobile technology and wrapped the supply of the hardware into an Advanced Emergency Exchange repair contract meaning that as soon as a fault is reported, a replacement device is dispatched from Ryzex's UK based, state of the art repair center, minimizing downtime. In addition, Ryzex provided pre sales support, managed the entire rollout of the hardware, supplied the devices fully staged and configured and gave full training to Sleepmasters' delivery drivers so that they would be confident in using the devices straight from the box on day one.

### **THE RESULTS:**

Sleepmasters was impressed with how Ryzex approached the project and felt confident that they had not only found a reliable supplier of hardware but a trusted advisor who could guide them through the entire technology lifecycle - from taking a consultative approach to assess their customer's needs to providing post sales technical support. Mark Harrison, Warehouse & Distribution Director for Sleepmasters commented, "Ryzex is an industry leader in the supply of mobile technology solutions. They worked closely in partnership with Momote, our chosen software provider, to ensure the application was ready and worked successfully with the hardware. The professionalism that Ryzex showed in approaching the whole project as well as the pilot gave us confidence that they were able to deliver exactly what we needed."

Ryzex provides data collection and mobility solutions. We **advise** and implement the best solution, keep it running for maximum **uptime** and supply data for business **insight**.

#### **CONTACT**

**EMAIL** | [info@ryzex.com](mailto:info@ryzex.com)  
**WEB** | [www.ryzex.com](http://www.ryzex.com)

#### **NORTH AMERICA**

**HEADQUARTERS** | Washington | Tel: 800.999.2995  
**CANADA** | Ontario | Tel: 877.846.3316

#### **EUROPE**

**UNITED KINGDOM** | Wiltshire | Tel: +44 (0) 1249 659 000  
**FRANCE** | Dardilly | Tel: +33 (0)4 72 86 07 20