



INDUSTRY:

Retail

PRODUCTS:

Intermec CK3
Ryzex Repair
Ryzex Consulting

Customer:

Home Hardware Stores Limited represents Canada's largest network of independent hardware, lumber, building materials and furniture dealers with more than 1,000 independently owned retail stores across Canada. Founded 45 years ago, they are still committed to helping entrepreneurs thrive in the retail industry today. With annual retail sales of \$4.85 billion, the network of dealer-owned companies has over 60,000 products (SKUs) to manage across their centralized distribution center and stores.

Situation:

Ryzex serviced and repaired Home Hardware's data collection devices, allowing the company to continue using their equipment until they were ready to upgrade. Even though the original manufacturers no longer supported some of Home Hardware's devices, Ryzex was able to service Home Hardware's various models of mobile computers, extending their product life. Downtime can mean high costs and lost revenue in retail; through Ryzex Advanced Replacement option, Home Hardware received working equipment within 24 hours of their request. When Home Hardware was ready to upgrade, they turned to Ryzex for assistance.

With over 60,000 SKUs and their own in-house application, Home Hardware wanted upgraded mobile computers that could effectively handle pictures and pricing without bogging down their system. They were also looking for simplicity and ease of use for their 1,000 dealers.

Solution:

After determining Home Hardware's needs, Ryzex evaluated several mobile technology solutions from different manufacturers. Ultimately, they selected three different handheld mobile computers to put through Home Hardware's evaluation process.

While Home Hardware has a Retail Applications Team that makes recommendations for the stores, decisions are made by the company's 1,000 dealer-owners. Home Hardware surveyed those dealers, as well as corporate managers, helpdesk employees and developers to make their final decision.

After evaluating all three choices, Intermec's CK3 was the obvious winner. With its large keys, ergonomic design, and highly adaptable data and image capture capabilities, the Intermec CK3 has everything Home Hardware was looking for in a mobile computer. It is well suited for their rugged retail environment and has the flexibility to easily add voice/speech or RFID, which gives Home Hardware investment protection for the future.

Results:

The Intermec CK3s allow Home Hardware to increase productivity and accuracy in their stores and across their corporate functions. With the standardization of equipment, Home Hardware is able to reduce operational costs and pass those savings onto their customer.

"We've been working with Ryzex for a few years and they appreciate the challenges involved with running a retail operation."

-Keith Hunt, Director of Retail Applications for Home Hardware

FullUse LifeCycle Support SM
Learn more at www.ryzex.com/fulluse

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