

## FSIoffice

Route Delivery Solution creates a mobile endpoint for tracking inventory, field service operations, vehicle inspections, and more.

# FSIoffice Modernizes Delivery Process with a New Custom Mobile Application, Rugged Device Pool, MDM Software, and Device Charging Vehicle Mounts

## Introduction

FSIoffice (FSI) is a nationwide wholesaler of office supplies and furniture, with 11 locations across 3 states and an extensive fleet of trucks which ship products throughout the Southeast United States. With headquarters in Charlotte, NC, FSI has long relied on a legacy route delivery mobile application created by ScanOnline (acquired by RMS Omega in 2024) over 15 years ago. As time passed, supply chain standards changed, and technology evolved, so did the need for a more evolved, efficient system.

## The Challenge

Although adequate, FSI's existing mobile application was becoming outdated. The need for a more robust, scalable, and feature-rich solution was apparent. Database updates, as well as the need to move the route delivery application to Android, led FSI to a turning point.

## The Solution

Rather than patching the old system, solutions architects and engineers proposed a complete overhaul, coming on the backs of a collaborative consulting approach in tandem with FSI. The solution included:

- A custom route delivery application
- Ruggedized mobile handheld devices
- Mobile device management (MDM) software
- An advanced device mount system for FSI's truck fleet

To achieve this, four leading OEM and ISV providers were brought into the fold:

- **BlueFletch:** Experts in developing enterprise mobility solutions, the organization provided a sleek, well-equipped, custom route delivery app, molding old with new.
- **ProClip:** Delivered easy-to-install, advanced mounting systems, with automatic charge capabilities for the handheld devices in a wide variety of trucks.
- **SOTI:** Provided their top-tier MDM software, MobiControl, ensuring a seamless deployment of the finished route delivery application, plus first-rate device management and security.
- **Zebra Technologies:** Supplied ruggedized handheld devices, in the form of the TC58, designed for high-performing supply chain environments and wear and tear on-site and in the field.

## Implementation

The deployment process was structured into a multi-phase approach to ensure smooth integration and minimal disruption to FSI's operations.

- **Consultation and Strategy:** Thorough analysis was conducted of FSI's needs, which in turn calibrated their ideas into a separate wish list, and led to a strategic plan, tailored to FSI's operational goals.
- **Procurement:** Solution architects selected hardware and software components from trusted partners to ensure compatibility and reliability, while leveraging their relationships for excellent pricing.
- **Deployment:** The rollout began at FSI's Charlotte facility, followed by extensive training, with future plans to extend to other Southeast locations.

## Results

Upon completion of the first phase, FSI reported a seamless onboarding experience. The managed services group performed admirably on-site and remotely until all end-users were up to speed. Overall, the new system delivered immediate benefits, including:

- **Increased Productivity:** Enhanced tracking and management capabilities allowed for more efficient item picking, route planning, and delivery execution.
- **Improved Workflow:** Compared to the previous version, the new custom app refines FSI's UX/UI and provides more real-time data, enabling better decision-making and operational oversight.
- **Device Durability and Management:** Ruggedized devices from Zebra ensure reliability in various conditions, and ProClip's mounting solution keeps devices charged and within eyesight.

## Conclusion

The collaborative effort led by the greater RMS Omega organization and supported by BlueFletch, ProClip, SOTI, and Zebra, not only met but surpassed FSI's expectations. The new solution significantly enhanced FSI's delivery operations, setting a strong foundation for future expansions within the next phases.

The professional and managed services units showcased their prowess in crafting custom, turn-key solutions, for supply chain workforces and their management teams, to maintain real-time operational efficiency. This case further exemplifies the power of strategic partnerships and innovative technology in transforming business processes.



“ The FSI team had a 20-year level of trust, starting with ScanOnline. This made presenting, planning, the SOW and the execution of the project much easier. ”

- Brian Graves, Executive VP of Sales



## About the Contributors

### RMS Omega

ScanOnline is now a part of RMS Omega Technologies - a technology solutions integrator with extensive experience developing strategic tracking and automation solutions. We offer a vast portfolio of technology and professional services, including RFID, barcode, data collection, wireless infrastructure, enterprise mobility applications, voice automation, location technology, and more, throughout the United States and Canada. With RMS Omega, organizations become empowered with the oversight and peace of mind that their data, inventory, assets, and people are always at the right place at the right time.

### BlueFletch

Based in Atlanta, BlueFletch is an award-winning innovator in the mobile industry, focused on helping enterprises secure, manage, and support their shared and rugged workforce devices. The flagship product BlueFletch Enterprise is trusted by the Fortune 1000 in retail, transportation, healthcare, logistics, and warehousing, as well as organizations worldwide. BlueFletch Enterprise provides a customized launcher, SSO, Support and Analytics, and MDM/EMM for Android workforce devices. BlueFletch Enterprise is currently the only solution that provides full FIDO support for shared Android Workforce devices. BlueFletch Enterprise helps ensure an organization's digital transformation or management initiatives are effective and secure.

### ProClip

Proclip is a leading value-added designer and distributor of mounting solutions for commercial and consumer electronic devices. The company uses a consultative approach to provide its customers with specific mounting solutions for mobile devices, including cell phones, tablets, smartphones, GPS systems, mobile printers, mobile scanning devices, two-way radios and more. ProClip reaches a diverse set of end markets, including transportation and logistics, material handling, environmental services, healthcare, manufacturing, public safety, retail and consumer, throughout North and South America.

### SOTI

SOTI is a proven leader at creating innovative solutions that reduce the cost and complexity of business-critical mobility. Thousands of companies around the world depend on SOTI to secure, manage and support their mobile operations. SOTI's two decades of success has built strong partnerships with leading mobile platform providers and device manufacturers. These relationships give SOTI unparalleled insight into new technology and industry trends before they happen. SOTI is a proven innovator — clear vision, laser focus and a commitment to R&D has made SOTI the market leader at delivering exciting, new business mobility solutions. SOTI helps businesses take mobility to endless possibilities.

### Zebra Technologies

Zebra Technologies is an innovator at the edge of the enterprise with solutions and partners that enable businesses to gain a performance edge. Zebra's products, software, services, analytics and solutions are used to intelligently connect people, assets and data to help our customers in a number of industries make business-critical decisions. With a rich history of innovation, Zebra is recognized as an industry leader in Enterprise Mobile Computing, Barcode Scanning, Specialty Printing, RFID Reader and RFID Printing, Workforce Management and Magic Quadrant for Indoor Location Services-Global.