



RETAIL SUCCESS STORY



# \$3.6M IN LABOR COSTS SAVED EVERY WEEK BY MAJOR RETAILER

*Increase Availability and Reduce Help Desk Tickets with Bretford PowerSync Pro*

## THE CHALLENGE

This U.S.-based retailer set out to deploy handheld devices to enhance the POS experience for their customers. Employees at every retail location would be assigned a mobile device with an attached payment device to use during their shift. After deploying the mobile devices, the customer quickly realized there were two major issues: devices not being charged in between shifts, and a huge increase in support tickets related to the management and troubleshooting of mobile devices.

## THE SOLUTION

Deploying Bretford's PowerSync Pro solution significantly reduced the number of tickets being submitted by acting as a first line of defense related to the management of these devices, saving time and money in doing so. The solution also enabled the retail employees to easily identify which devices are ready to be used, and ensure devices were getting charged and receiving appropriate updates without having to reach out to their IT helpdesk. The solution also saved time for the sales associates by easily allowing them to know which devices are ready for use via LED status lights and reduced instances of theft/ loss via secure cabinet or cart.

## ROI ANALYSIS

Implementing the PowerSync Pro solution reduced the IT Help Desk calls by an average of 25.5 hours per week, per store, saving approx. \$980 in weekly labor costs. With over 3,700 stores throughout the country, the customer saw an ROI of \$3.6million per week in saved labor costs.

## WHY BRET福德?

Designed, Built, and Supported in USA  
MFI Certified (Manufactured for iOS)  
Scalability  
Custom Designs

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