



Success Story: Stay-Linked™ to The Retailer's Rescue...

Situation: Wireless Problems Just Before Christmas Season

Just before Thanksgiving, 2003, eBusiness Solution Pros (the maker's of Stay-Linked™) was contacted by a wireless solutions reseller regarding a customer that was having major wireless terminal connection reliability problems with their Wavelink Emulator installation. The reseller's customer is a nation-wide retailer with 200+ retail stores using 800+ RF/Wireless terminal devices for in-store labeling and price checks.

The negative impact on store productivity was seriously affecting the sales process. With their peak Christmas selling season just around the corner, both the customer, and the reseller, were in serious need of a solution. The customer could no longer live with devices losing their connection and it taking up to 2 hours before the device could be reconnected and used again.

Solution: Stay-Linked™ from eBusiness Solution Pros, Inc.

The reseller presented Stay-Linked to the customer. Successful testing was completed within days. The customer immediately made the decision to move forward. The Stay-Linked centralized Server was quickly installed on the customer's IBM iSeries host computer, accessed by all of the stores. Simultaneously, the Stay-Linked "thin" client was deployed to the 800+ wireless devices spanning the 200+ store locations -- ALL WITHIN 5 DAYS!

The users previously experienced problems due to network issues, out-of-range situations, changing batteries, user errors, device resets, etc.. Stay-Linked recovers from these situations and allows the wireless user to resume work immediately following these temporary disruptions. Stay-Linked automatically reconnects them to their host session exactly where they were before the interruption -- without IT, Helpdesk, or in-store supervision assistance.

Result: THE CUSTOMER HAD THE SOLUTION THEY NEEDED -- IN TIME TO MAXIMIZE SALES FOR THE BUSY HOLIDAY SEASON.

The productivity of the customer's in-store personnel and IT staff was preserved. The reseller saved their sale by providing a "solution" to the customer. And Stay-Linked demonstrated its unique value under extremely demanding conditions. In the customer's own words, "Hundreds of daily helpdesk calls just went away because of Stay-Linked".

Stay-Linked™ - "Preserving Productivity for the Wireless Workforce"

www.Stay-Linked.com