

CASE STUDY



3PL Partners with enVista to Modernize Mobile Technology and Managed Services



COMPANY

The customer is a U.S.-based third-party logistics (3PL) provider specializing in fulfillment and distribution for the wireless and telecommunications industry. The organization supports ecommerce fulfillment, retail replenishment and the distribution of telecommunications and network equipment for large enterprise customers.

With operations spanning multiple U.S. distribution facilities, the company serves large enterprise customers across North America, supporting mission-critical fulfillment operations that require reliable systems, standardized technology and operational scalability.

OPPORTUNITY

The customer was selected by a major U.S. telecommunications provider to assume operations at a highly complex distribution center, replacing the incumbent 3PL. The transition occurred within a fully operational, automated warehouse and required uninterrupted fulfillment, reliable wireless connectivity and consistent mobile device performance for more than 600 warehouse associates.

To mitigate risk and accelerate stabilization, the organization partnered with enVista to manage the transition and modernize the facility's mobile technology and support model.

enVista was engaged to:

- Program manage the end to end facility transition
- Enhance warehouse management system (WMS) functionality and automation integration
- Standardize mobile devices and enterprise wireless infrastructure
- Provide onsite and remote operational and technical go-live support and managed services



THE CHALLENGE

The facility required a phased transition over nine months to minimize fulfillment disruption, while operating within an existing automation and systems footprint. They needed to optimize operations without redesigning storage systems or material handling equipment. Additional challenges included limited scalability of the existing mobile device and wireless environment, required WMS enhancements to support automation and manual workflows, and the rapid hiring and training of more than 600 associates. With peak season approaching in September 2025, failure to meet the transition timeline posed significant customer and business risk.

ENVISTA'S SOLUTION

enVista delivered an end to end solution, acting as a single partner responsible for program management, technology enablement and infrastructure modernization. enVista's ability to be a single source of responsibility across the customer's entire four walls was critical to helping the customer reduce coordination risk and accelerate execution.

PROGRAM MANAGEMENT AND WMS ENABLEMENT

A formal project management office aligned systems development with operational readiness, providing centralized tracking, requirements validation and visibility into progress, dependencies and risk.

MOBILE TECHNOLOGY AND MANAGED SERVICES

enVista replaced the facility's wireless infrastructure and standardized the mobile device environment to support enterprise scale operations, including proactive monitoring, advanced technical support, configuration management, rapid incident response and ongoing optimization.

This model transformed mobile technology from a reactive issue into a stable operational foundation supporting over 600 active users.





OPERATIONAL READINESS

enVista trained warehouse associates on devices, applications, and workflows, delivered role based documentation, implemented tiered support with defined SLAs and provided on site support throughout each transition phase to ensure day one readiness.

RESULTS

The customer successfully completed a three phase transition within the nine month timeframe while maintaining fulfillment performance for its telecommunications customer.

Other outcomes included:

- Stable mobile and wireless performance during go live and peak operations
- Improved quality of WMS enhancements
- Standardized mobile device management for more than 600 users
- Stronger alignment between operations, IT and warehouse support teams
- Reduced device-related downtime
- Faster issue resolution
- Improved system reliability during peak season
- Reduced total cost of ownership with proactive device and network management

As a result, the organization established a long-term managed services partnership that supports warehouse performance, scalability and operational resilience.

Supply chains OPTIMIZED. Results MAXIMIZED.

Let's have a conversation.®

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