

Managed Device Services for Warehouse Operations



For Warehouse and IT leaders supporting high throughput warehouse environments, mobile device downtime is an operational risk, not just a support issue. When devices fail, warehouse teams feel it immediately through lost productivity and disrupted workflows. enVista's Level 3 Managed Device Service is purpose built for warehouse hardware, backed by a proven deployment track record, and powered by SOTI MobiControl. We help maintain device availability, gain actionable optimization intelligence, and deliver 24x7x365 expert support, while keeping warehouse operations productive and moving.

Operational Impact

- Reduce device-related downtime that directly impacts picking, packing, and shipping throughput
- Lower internal IT effort through standardized lifecycle, support, and replacement processes
- Improve mean time to repair (MTTR) with warehouse-ready replacement and repair models
- Increase visibility into device health, usage patterns, and lifecycle costs across facilities

Why Level 3 Managed Device Services

Most managed device providers focus on reactive support and incident resolution. enVista's Level 3 Managed Device Services extend beyond break-fix to deliver proactive, data-driven insights that directly support warehouse productivity, uptime, and cost control.

- Predictive battery refresh and replacement planning by device type and site
- Forecasted spare and swap stock requirements to support peak operations
- Pareto-based prioritization to address the highest-impact device issues first
- Correlation of device performance issues to operational disruption
- Automated analytics dashboards for fleet utilization, failure trends, and lifecycle planning
- Device health scoring with early-warning alerts to prevent operational downtime
- Root cause analytics that tie device issues to process, location, or user groups

Service Component	Warehouse-Specific Capability
Hardware Lifecycle Management	OEM procurement, staging & imaging
Remote MDM — SOTI	SOTI MobiControl + OEM Tools; zero-touch enrollment, remote firmware/OS/security patch
Advance Replacement	Manufacturer certified technicians providing white glove deployment and device management services
Break-Fix & Repair	Manufacturer certified technicians — not generalist consumer depot centers
Asset Tracking	Enterprise-wide visibility and control: real-time dashboards, shrinkage reduction, and data-driven decisions
Level 3 Analytics	Predictive battery refresh, swap stock forecasting, Pareto prioritization, impact modeling
Onboarding / Offboarding	Associate provisioning & reclaim workflows built for shift-based environments
Secure End-of-Life	NIST 800-88 data wipe · certified destruction · chain-of-custody documentation

Next Steps

Start with a Device Fleet Review.

We'll assess your current warehouse device environment, identify lifecycle risks, and provide clear, actionable recommendations to improve availability, supportability, and operational reliability.

The enVista Advantage

enVista delivers managed device services designed for IT teams responsible for mission-critical warehouse operations. We take a true end-to-end approach: we sell it, we deploy it and we manage it. We combine deep OEM expertise, SOTI-powered device management and real-world warehouse experience to help IT teams standardize device environments, reduce support complexity and proactively address issues before they impact operations.

Backed by 25+ years of supply chain and enterprise technology experience serving thousands of leading brands, enVista is the premier supply chain and enterprise technology solutions partner and systems integrator, enabling your vision and maximizing results with unmatched scale and expertise. That breadth of experience positions enVista as a single source of responsibility across your device lifecycle, giving IT greater control, operations more reliable devices and your enterprise a trusted advisor it can depend on.

Supply chains OPTIMIZED. Results MAXIMIZED.

Let's have a conversation.®

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