



# SERVER-PRODUCTS

CASE STUDY



**RUGGED. RELIABLE. RESPONSIVE.™**



Gamber-Johnson was able to provide vital support, facilitating a major software upgrade that brought dynamic technology into the hands of the user to increase efficiency, safety and results.

## THE CUSTOMER

Server is a leading manufacturer of commercial-grade food service equipment. The company has experienced rapid growth since its inception in 1949, now with more than 120,000 square feet of operating space — and room to grow.

That's where Gamber-Johnson was able to provide vital support, facilitating a major software upgrade that brought dynamic technology into the hands of the user to increase efficiency, safety and results.

## INITIAL NEED

Server was undergoing a new software rollout, and wisely realized this was the opportune time to address limitations in the current workflow. To grant employees access to the new systems, tablets needed to be securely installed on forklifts — bringing the technology directly to the operator.

Through Server's relationship with Stoffel, a leading material handling and forklift company, as well as an authorized reseller of Gamber-Johnson products, Gamber was able to become directly involved and support the upgrade Server needed.

## THE RESULTS: RUGGED, RELIABLE, RESPONSIVE.

Server's interest was in Dell, who was providing the technology solutions already thriving in Server's offices. Gamber-Johnson works closely with numerous partners in the industry, including Dell, so the partnership made sense to everyone.

With Gamber's strong knowledge of Dell's offering and a vast understanding of the material handling environment, Gamber was able to recommend the Dell Latitude 12" Rugged Docking

Station to provide Server with easy docking capabilities and several port options to ensure all their required devices worked as desired. They then utilized the Dual Clam Shell with 3" arm and backer plate to mount the device safely and securely to the forklift without concerns that the dock would come loose while riding on the rough and rugged terrain of the warehouse floor. Finally, the Tablet Keyboard Mount was added to give their forklift operators improved comfort and ergonomics, ensuring the job gets done quickly and efficiently.

Gamber was not only able to provide the mounting solution for this software roll out but also had the ideal professional equipment for the install, so rather than leaving Server to complete the upgrade unassisted, Gamber-Johnson was able to take a hands-on approach and foster even

more confidence in the product through a concerted and successful install effort.

## SECURE GROWTH

After the successful install, Server reported improved process efficiency. Workflow was immensely improved as the vital technology was now in the hands of the user — with forklift operators no longer needing to get on and off their vehicles to move to a centralized computer location before returning to work. This also improved safety, with a smaller margin of risk, and put the computer and technology at the fingertips of the actual user, where it belonged.

Gamber-Johnson is fully equipped to facilitate similar results in other manufacturing companies working to create efficiencies by putting technology within arms' reach of material handling operators who need it most. ■