

CASE STUDY

Barcoding, Inc.'s Project Management Team Oversees the Deployment of 2,500 New Handhelds for United Rentals.



Background

United Rentals, Inc. is the largest equipment rental company in the world. Headquartered in Stamford, Connecticut, the company has an integrated network of 896 rental locations in 49 states and 10 Canadian provinces. The company's approximately 12,600 employees serve construction and industrial customers, utilities, municipalities, homeowners and others. United Rentals offers approximately 3,300 classes of equipment for rent with a total original cost of \$8.86 billion.

Challenges

United Rentals' drivers had been using a mobile route optimization solution for several years. Although the solution led to more efficient delivery routes, reduced manual paperwork, and allowed for better asset utilization, it came time to upgrade the hardware. Like any technology, handheld devices that were once deemed "state of the art" eventually become obsolete. United Rentals sought to replace its existing handhelds across its enterprise. But, with hundreds of drivers throughout the United States and Canada, procuring and deploying the new hardware was a daunting task.

AT A GLANCE

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Challenges

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With hundreds of drivers throughout North America, procuring and deploying new hardware was a daunting task.

Solution

Barcoding, Inc.'s Deployment Project Management Services.

Samsung S5s handhelds, equipped with OtterBox® cases and mobile device management (MDM) software.

Results

United Rentals successfully replaced 2,500 handhelds across North America.

Minimized downtime and improved efficiency, accuracy, and connectivity.



Solutions

After successfully working with Barcoding, Inc. in its initial mobile solution deployment, United Rentals turned again to the leader in supply chain efficiency, accuracy, and connectivity. United Rentals looked to deploy hundreds of new Samsung S5s handhelds, equipped with OtterBox® cases and mobile device management (MDM) software. To provision and configure the new hardware, Barcoding's project management team took the lead. A part of Barcoding's Professional Services division, Barcoding's Deployment Project Management Services guides clients through the end-to-end implementation process – from hardware/software procurement to rollout, to training, and go-live.

To prepare for United Rentals' upgrade, Barcoding worked closely with the company to create a deployment project plan. This plan served as a roadmap, tracking the tasks, resources, dependencies, schedule and deliverables throughout the engagement. To create a rollout timeline, United Rentals indicated to Barcoding when it needed each location to have the new hardware on site. Barcoding's team then worked backwards from that date, creating a schedule for when orders must be placed and delivered to ensure project readiness.

Diane Gordon, Barcoding's project manager, said, "For United Rentals, creating a synchronized timeline was extremely important. Ensuring all the pieces fell into place at the appropriate times was essential for a successful implementation – from installation of the proper equipment in their trucks, to guaranteeing delivery of the mobile hardware to the right location at the right time."

In addition, Barcoding's project management team created a thorough communications plan so that all parties involved with the deployment provide and receive information in a timely manner. It also created a contingency plan, which identified possible exceptions and how to handle them. This would make for a quick resolution should an issue occur along the way.

Throughout the deployment, Barcoding received and shipped orders almost daily. As each package went out the door, Barcoding's team tracked it to make sure it was in motion and to prevent any delays. At the same time, Barcoding kept tabs on what has been shipped and to where, as well as what had been installed and is up and running. Barcoding also provided inventory control using BOS™ (Barcoding Online Services), offering United Rentals assurance that the physical inventory is accounted for during the life of the project.

Results

United Rentals successfully upgraded its mobile devices, as Barcoding shipped and oversaw the procurement of 2,500 new handhelds across North America. Not a single device came back to Barcoding due to misconfiguration.

Today, Barcoding continues to manage United Rentals' spare pool. If repairs are needed, Barcoding's team is responsible with sending out new devices and getting defective ones fixed by the manufacturer. This minimizes United Rentals' downtime so that drivers can operate with maximum efficiency, accuracy, and connectivity. Looking forward, Barcoding plans to provide additional refreshes for United Rentals. And, each time, United Rentals will have the benefit of turning to a single entity for everything, including project management.

"Barcoding is a company that is ahead of its time. Their project management team really worked to understand our needs and oversee a company-wide device upgrade, while making suggestions along the way. They go above and beyond what we consider acceptable."

— **MARK MASS**
Systems Analyst, United Rentals