



Case Study: Distribution Company Finds ROI in Improved Wi-Fi Coverage

A regional distribution company was looking for a way to improve its wireless network to increase productivity.

Executive Summary

Since 1939, Caffey Distributing has been supplying beer, serving 16 counties spanning the Charlotte, Greensboro and Winston-Salem area of North Carolina.

TCS helped Caffey increase productivity by:

- Performing a wireless assessment for predictive placement of wireless access points
- Creating a stable, reliable wireless network that provides coverage throughout the warehouse

Poor Wifi Coverage Limits Caffey's Productivity

Caffey Distributing has supplied beer since 1939, serving sixteen counties across North Carolina. Headquartered in Greensboro with 131,000 sq. feet of office and warehouse space, Caffey recently expanded into the Charlotte market under the name of Carolina Premium Beverage and will soon open a new location in Concord.

As Caffey's staff grew to more than 175 employees in its Greensboro location, the wireless network struggled to keep up. "Everyone could not get online at the same time," said Randy Irwin, Caffey's IT Administrator. "Company meetings were a struggle with everyone's devices. They were causing the network to slow down, which impacted second shift production."

A reliable wireless network is crucial to Caffey's success. The Wi-Fi in the warehouse needs to cover every square inch to support the accuracy of their order selectors. Errors in their picking process or inventory system are costly to their business.

For daily operations, Irwin knew they needed a network infrastructure capable of handling their needs now and in the future.

After researching various solution providers, the company chose to partner with Total Computer Solutions (TCS) to enhance internal productivity and operations.

"We already had a trusted relationship with TCS," said Irwin. "So, it was an easy decision to make; we felt they could complete the project for us."

TCS implements a new wireless infrastructure in three steps; Discovery, Wireless Assessment, and Implementation. During the Discovery, it is important that TCS understands how Caffey leverages its wireless network, applications, and coverage.

How TCS Helped

With those requirements and blueprints of the facility, TCS was able to perform a wireless assessment for predictive placement of the wireless access points. The results of the evaluation are given to the client to ensure they are comfortable with the placement of wireless coverage areas. From there TCS implements a wireless solution.

In the first month after the wireless network implementation, Caffey was able to create guest networks and support more than 500 wireless devices throughout the facility. "The wireless coverage is seamless from the front of the building to the back of the warehouse," said Irwin, "We went from a few disruptions, down to zero." This lack of interruptions keeps distribution running smoothly.

The updated system also allows the company to get a high-level overview of its infrastructure and web access. If there is an issue with communications, internal staff can easily see where the problem is and repair it.

The reliable wireless network gives Caffey the tools it needs to implement new technology and grow revenue. "This has paved the way for other

software options, allowing us to save money in the long run," said Irwin. "Our accuracy rate will go up 1.2% by implementing new order selection software." Upgrades like this will not only make life easier for employees but will ultimately generate a return on Caffey's technology investment.



After experiencing success in the Greensboro location, Caffey now plans to implement the same solution in the other two sites. "We now have a scalable solution for all locations and it is easy to manage," said Irwin.

Results, ROI, and Future Projects

With the help of TCS, Caffey now has:

- Reliable and stable network that provides coverage throughout the entire warehouse
- Increase workflow and productivity by allowing forklifts and powered pallet jacks internet connection
- Ability to implement new technology for revenue growth

When your employees can't stay connected to the internet, it usually means they can't get work done. In larger facilities, making sure every square inch has the coverage and bandwidth to support your entire workforce is critical to productivity. At TCS, we have the tools and expertise to help you measure Wi-Fi coverage and install reliable technology to ensure your entire team can stay connected and working.

Call 336.804.8449 today to schedule your free consultation!