



Leading national public refrigerated warehouse operator, United States Cold Storage, Inc., has been providing refrigerated storage services to the food industry since 1889. The company serves a customer base with requirements ranging from primary storage to fully integrated third party logistic solutions for a complete range of perishable food products.

As a reliable provider to thousands of customers with a variety of refrigerated warehouse, transportation and logistics services, US Cold Storage supports over 30 sites conducting 1-3 shifts, 7 days a week. To track and maintain its goods, US Cold Storage decided they needed highly ruggedized mobile devices for use in freezers in order to keep the business efficient and ensure accuracy.

*“For companies like us who have numerous sites with thousands of units, the ability to control each device regardless of location, not only saves time and money, but makes us more efficient as a company,” said Terry Groff IT/RF Tech Specialist at United States Cold Storage. “Psion Teklogix’s MCC software provides our employees with user-friendly, powerful and reliable software that stands heads and shoulders above competitive offerings.”*

## The Challenge

US Cold Storage first implemented radio frequency equipment from Psion Teklogix in 1997. Although these devices are still working extremely well, US Cold Storage needed a hardware upgrade to enable greater emphasis on the following functionalities:

- Ease of use
- Fully functional in temperatures from -5° to -15° Fahrenheit (-20° to -26° Celsius)
- Sustainable battery life throughout the entire work day
- Real-time data delivery
- Integration with a remote software maintenance and distribution system
- Brighter touch screens for better viewing in freezer environments

## The Solution

US Cold Storage has been impressed with the functionality, durability and reliability of Psion Teklogix’ rugged mobile devices for over a decade. Time and

again, the company has counted on Psion Teklogix devices to withstand extreme environments as 95% of its business resides in the freezer space. Based on this past experience, US Cold Storage chose to deploy over 1,000 new mobile devices from Psion Teklogix, including the 8525 G2 rugged vehicle mount terminals (VMT) and the 7530 G2 rugged handheld, built for harsh cold chain environments. The devices are utilized for a variety of applications – from receiving to picking and stacking to shipping, and are tasked with managing inventory and orders wirelessly in real-time. With the new Psion Teklogix devices, US Cold Storage is able to keep the supply chain moving, improving productivity throughout the warehouse.

Psion Teklogix devices possess the qualities required by US Cold Storage: they are rugged, maintain all functionalities in extreme conditions and have the battery life to last an entire work day. Additionally, US Cold Storage was impressed by user-friendly interfaces, ease-of-use, and ergonomics. Psion Teklogix mobile devices further distinguished themselves by

## Solution Profile

### Technology User:

US Cold Storage a public refrigerated warehouse (PRW) company offering more than 155 million cubic feet of temperature-controlled warehouse and handling space.

### Objective:

A rugged real-time mobile computing solution that worked in cold chain environments’ 365 days a year.

### Results:

- Fully functional in harsh environments
- Ease of use with large buttons
- Sustainable battery life throughout the entire work day
- Brighter touch screens for better viewing in freezer environments

withstanding flash freezing environments without the screens clouding and obscuring visibility.

In addition to new ruggedized devices, US Cold Storage needed software to maintain its mobile devices. As a result, US Cold Storage rolled out Psion Teklogix' Mobile Control Center (MCC) software to

remotely monitor, manage, troubleshoot and support all devices across 30 sites in real-time. MCC also enables seamless software distribution, remote control and configuration capabilities.

With over 1000 devices, the ability to control each device regardless of location, saves both time and money.

With new ruggedized mobile devices that can withstand harsh environments and remote software to control these units in any location, US Cold Storage has realized significant reductions in operation and support costs as well as improved operational efficiency and ROI.



*"We have been very impressed by the functionality, durability and reliability of Psion Teklogix' rugged mobile devices," said Terry Groff, IT RF tech specialist at USCS. "They are built like tanks. Many of the units initially deployed in the 1990s are still working extremely well today. As we phase out the older narrowband units and convert to the 802.11 technology standard with Psion Teklogix' 7530 G2 flexible, rugged handheld and the 8525 G2 wireless vehicle mount computer, we look forward to getting the same type of exceptional results and reliability delivered by the older models."*



The 7530 offers advanced ruggedness with an IP67 rating against dust and water. Superior single-piece molded plastic construction and hard-cap keys provide durability to withstand 6' drops to polished concrete.