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THE CRITICAL ROLE OF WIRELESS IN A MODERN RETAIL ENVIRONMENT

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Wave, there are no blackspots. Devices and applications run smoothly wherever they are needed, either front of house, in the warehouse or at the loading bay.

“We have 10-15 Aruba access points in smaller stores, and 60-70 in larger sites. One Aruba access point acts as the master for all others on site,” says Ian Scholes, Senior Infrastructure Programme & Portfolio manager, Asda. “As part of the project sign-off, using AirWave we have a coverage heatmap for every store. Colleagues might not notice improvements in speed, but they will see there is no interruption to coverage.”

This supports a range of use-cases. Store general managers can access corporate systems on the shop floor, stock-taking and mark-downs can be managed through a wireless device and stock deliveries are scanned and checked on arrival. Click-and-collect customers are recognised automatically, with an Asda staff member taking orders out to their car where they’re signed for digitally. Customers, too, can access free Wi-Fi in store.

“No two stores are the same,” says Scholes. “We have a mix of purpose built and acquired, but we’ve delivered this project on time and slightly under budget. More importantly, we have a wireless experience that our users are pleased with.”