

# The Impact of Device Management on Enterprise Productivity and Bottom Line Revenue

HOW THE ARC SOLUTION CREATES A MEASURABLE IMPACT ACROSS INDUSTRIES



This study draws upon comprehensive data sets from prominent leaders in three key verticals: airlines, big box retail, and grocery.

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## INTRODUCTION

From retail to warehousing to logistics, an increasing number of industries rely on handheld mobile devices to empower employees to perform their job functions. According to a recent national warehousing study, 83% of warehouse associates surveyed feel more valued when their employers provide them with technology and automation tools to help them work<sup>1</sup>. However, solutions to effectively manage company-owned devices in the workplace are few and far between.

In recent years, ChargeltSpot's clients shared that tracking enterprise handheld devices was a persistent and costly challenge. Retailers and warehouses stocked hundreds of devices but had no systematic way to manage them, constantly grappling with issues like device shrink, wasted employee time, and inconsistent device health. Aligned with their value of problem-solving, ChargeltSpot launched ARC™: a centralized device management kiosk for securing, charging, and monitoring employee handheld devices. Since the launch of ARC, ChargeltSpot has partnered with some of the world's largest companies that rely on handheld devices to perform daily tasks. The following case study highlights the impact that the ARC solution has had on company-owned handheld device management across the airline, grocery, and big-box retail verticals.

## THE ARC™ SOLUTION

ARC is a mobile-device-management system created by ChargeltSpot, the leading provider of phone charging stations for retailers and public venues. ARC provides companies with visibility, accountability, security, power, and analytical insights on their fleet of handheld devices, allowing them to manage their company-owned assets more effectively. The ARC locker system consists of a self-service touchscreen kiosk, with expandable modular locker banks and a cloud-based management platform. ARC is programmed to release the mobile device with the most charge, alert managers when a device has not been returned, and allow employees to flag damaged devices so they don't go back into circulation and can be repaired. By installing ARC locker systems, companies have minimized the loss of their mobile devices and optimized productivity by ensuring that devices are always fully charged and operating with full functionality.

### The Problem

Businesses lack visibility into their fleet of devices, and the consequences are expensive:



Device Loss/  
Shrink



Overstock of  
Backup Devices



Wasted  
Payroll



Problematic Devices  
in Circulation



Frequent  
RMA



Productivity  
Loss

### The Solution

ARC provides visibility, accountability, security, power, and insights to manage handheld devices.

Features include:



1:1 Self-Service  
Checkout



Accountability for  
Overdue Devices



Only Charged  
Devices Released



Damaged Devices  
Flagged



Actionable Data  
on Device Status



Optimized  
Utilization

<sup>1</sup>Zebra Warehousing Vision Study: Making Modern Warehousing a Reality (2023).

## THE CHALLENGE

Across this study, businesses were spending numerous payroll hours each day managing the storage and distribution of handheld employee devices through highly-manual processes. Despite their best efforts, they still saw significant challenges:

- ▶ **Device Shrink: 29% annually**  
Despite their systems, inventory of available devices continued to decrease, whether due to theft, loss, or breakage. There was no visibility into the number of operational devices in stock, leading to device shortages as well as increased spend on excessive overstock devices.
- ▶ **Device Overstock: 20% more than needed**  
Before the implementation of ARC, clients would purchase a large spare pool of devices to account for gradual damage to, and loss of, devices over time. On average, ARC clients purchased 20% more devices than needed as backups.
- ▶ **Device Utilization: no visibility**  
Employees who should have access to a device did not always utilize a device, resulting in productivity losses.
- ▶ **Wasted Manager Time: 3.46 hours per day on average**  
In an average workday, managers facilitated over 100 interactions with employees for routine distribution and collection of devices. Additionally, managers could not keep faulty devices (or those with insufficient battery) out of circulation and would have to take time to swap out an employee's bad device.
- ▶ **Wasted Employee Time: 14.52 hours per day on average**  
Employees often waited in long queues to obtain and return their devices from/to managers. If not enough devices were available, employees also spent time wandering around looking for a device. If an employee's device was faulty or had insufficient battery, employees had to temporarily abandon their work duties to locate a manager and swap out a bad device.

## RESULTS

The ARC device management solution made drastic improvements on device and management issues leading to direct cost savings:

- ▶ **Device Shrink Decreased from 29% to 2%** ARC provided 1:1 employee accountability for every device used, preventing devices from getting lost, hidden, or broken.  
**Overstock Decreased from 20% to 5%**
- ▶ Most locations didn't need as many devices as they had initially thought. ARC reduced the need for more devices by providing an ongoing view into device utilization. With ARC, businesses were able to right-size their device spare pool.
- ▶ **84% Drop in Manager Payroll Due to Time Saved**  
After ARC was deployed, managers reclaimed hours to be more productive, and no longer had to spend time blindly troubleshooting devices or helping to locate missing handhelds. Employees were able to report device issues in real-time, which allowed managers to quickly troubleshoot and return devices to circulation.
- ▶ **68% Drop in Associate Payroll Due to Time Saved**  
Having a device charged and easily accessible meant that employees no longer had to wander around looking for a device or spend any time swapping out bad ones.
- ▶ **21% Increase in Device Utilization**  
It's clear that an employee with a device is more productive than one without, so ARC's reporting alerted managers to workers that should have picked up a device, but did not. Reports allowed for coaching conversations and increased utilization due to ARC.

| METRIC               | PRE-ARC                  | POST-ARC                 | CHANGE                         |
|----------------------|--------------------------|--------------------------|--------------------------------|
| Device Shrink        | 29%                      | 2%                       | 93% Reduction                  |
| Device Overstock     | 20%                      | 5%                       | 75% Reduction                  |
| Wasted Manager Time  | 1,248 total annual hours | 205 total annual hours   | 1,042 total annual hours saved |
| Wasted Employee Time | 5,228 total annual hours | 1,680 total annual hours | 3,547 total annual hours       |
| Device Utilization   | 73%                      | 88%                      | 21% Increase                   |

### Additional Benefits Not Accounted For:

- Improved employee morale
- Extended device lifetime
- Saved on RMA cost and time
- Devices consistently received software updates
- Reduced cyber security exposure
- Reduced carbon footprint by not purchasing additional devices
- Reduced hassle for HQ

## The Impact of Device Management on Enterprise Productivity & Bottom Line Revenue

*How the ARC Solution Creates a Measurable Impact Across Industries*

# ARC FINANCIAL IMPACT

Based on the results of this study, the following calculations show the estimated annual benefits that ARC brings to clients

## DIRECT CASH SAVINGS

| DEVICE SHRINK               | PRE-ARC         | POST-ARC |
|-----------------------------|-----------------|----------|
| Annual Device Shrink        | 29%             | 2%       |
| # of Devices Per Location   | 80              | 80       |
| Cost Per Handheld Device    | \$1,200         | \$1,200  |
| Annual Cost per Location    | \$27,840        | \$1,920  |
| Annual Savings per Location | <b>\$25,920</b> |          |

| DEVICE OVERSTOCK            | PRE-ARC         | POST-ARC |
|-----------------------------|-----------------|----------|
| Device Overstock            | 20%             | 5%       |
| # of Devices Per Location   | 80              | 80       |
| Cost Per Handheld Device    | \$1,200         | \$1,200  |
| Annual Cost per Location    | \$19,200        | \$4,800  |
| Annual Savings per Location | <b>\$14,400</b> |          |

TOTAL ANNUAL DIRECT CASH SAVINGS PER LOCATION:

**\$40,320**

When accounting for the added productivity of a location with ARC, the annual indirect savings continue:

## INDIRECT SAVINGS

| MANAGER TIME <sup>2</sup>           | PRE-ARC <sup>3</sup> | POST-ARC |
|-------------------------------------|----------------------|----------|
| Annual Hours Spent Managing Devices | 1248                 | 205      |
| Average Hourly Rate                 | \$35                 | \$35     |
| Annual Loss per Location            | \$43,680             | \$7,175  |
| Annual Savings per Location         | <b>\$36,505</b>      |          |

| EMPLOYEE TIME <sup>4</sup>                       | PRE-ARC         | POST-ARC |
|--|-----------------|----------|
| Annual Hours Spent Managing Devices per Location | 5228            | 1680     |
| Average Hourly Rate                              | \$20            | \$20     |
| Annual Loss per Location                         | \$104,560       | \$33,600 |
| Annual Savings per Location                      | <b>\$70,960</b> |          |

TOTAL ANNUAL INDIRECT CASH SAVINGS PER LOCATION:

**\$107,465**

TOTAL ANNUAL SAVINGS PER LOCATION:

**\$147,785**

<sup>2</sup> Manager Time Inclusive of Checking Devices in/out (per Assoc. per Shift), Troubleshooting (per Assoc. per Shift), Swapping Devices (per Assoc. per Shift).

<sup>3</sup> Employee Time inclusive of Checking Devices in/out (per Assoc. per Shift), Troubleshooting (per Assoc. per Shift), Swapping Devices (per Assoc. per Shift)

## ARC FINANCIAL IMPACT (CONT.)

In addition to the direct and indirect cash savings, employees' utilization of devices can be an added benefit that the ARC system brings. A simple scenario where ARC results are applied to associates with devices, and an increase in productivity of \$4/hr per employee yields significant increases in revenue.

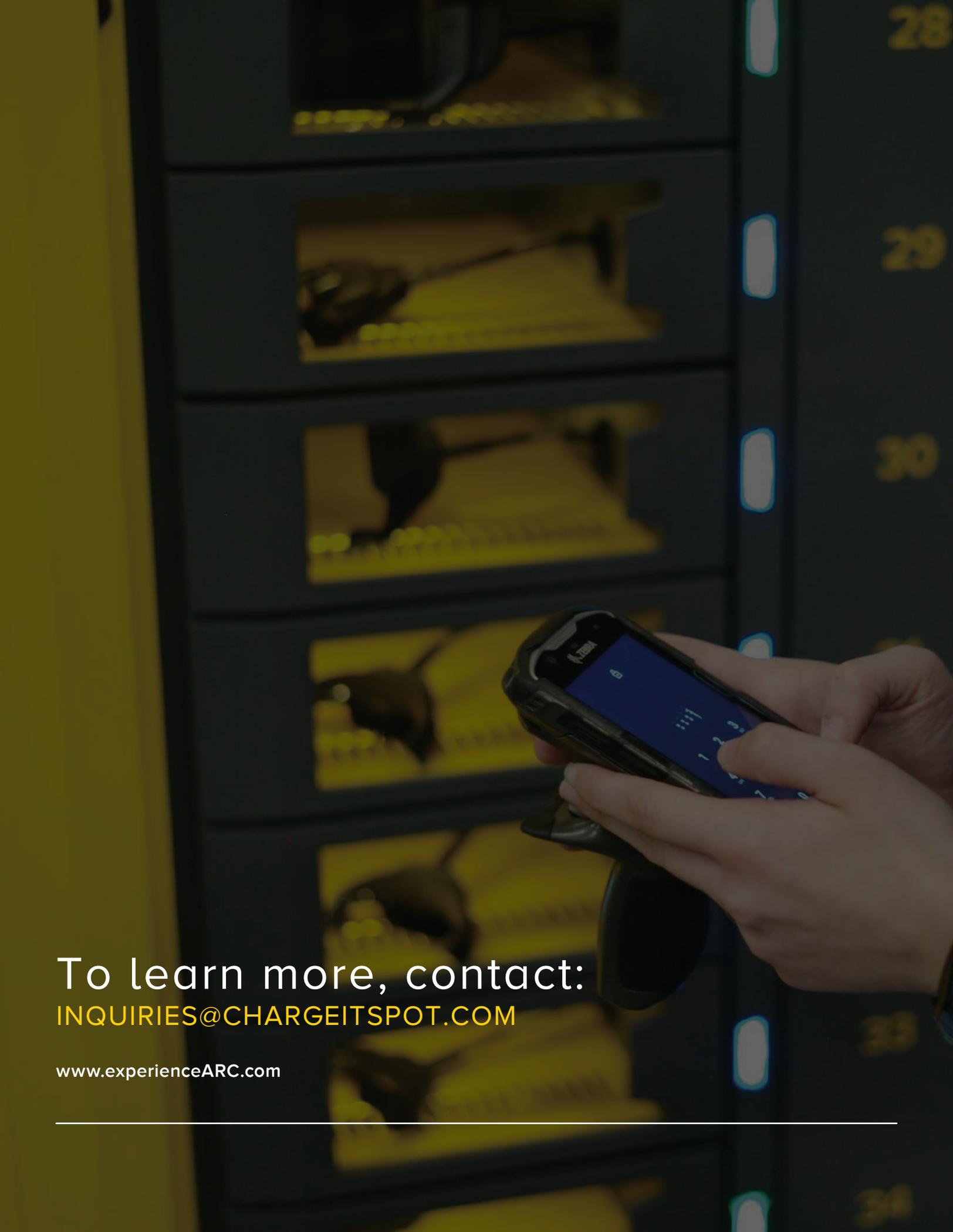
| UTILIZATION                    | PRE-ARC            | POST-ARC     |
|--------------------------------|--------------------|--------------|
| Utilization                    | 73%                | 88%          |
| Associates Per Shift           | 40                 | 40           |
| Shifts Per Day                 | 2                  | 2            |
| Shift Length (hrs.)            | 8                  | 8            |
| Operating Days Per Year        | 360                | 360          |
| Productivity Increase (\$/hr.) | \$4                | \$4          |
| Productivity value             | \$13,455,360       | \$16,220,160 |
| Annual Savings                 | <b>\$2,764,800</b> |              |

## CONCLUSION

Across the airline, grocery, and big-box retail industries, the implementation of ARC created a measurable impact on the management of company-owned handheld devices. ARC provides companies with visibility, accountability, security, power, and insights allowing them to manage their handheld devices more effectively, resulting in direct cost savings and increased productivity. As handheld technology continues to be an integral part of modern retail, logistics, and warehousing, ARC by ChargeItSpot allows companies to focus on what matters.

### NOTES

Study Referenced in Introduction: [Zebra Warehousing Vision Study \(2023\)](#)

A person's hands are shown holding a ruggedized handheld mobile device, possibly a PDA or a specialized smartphone. The device's screen is lit up with a blue interface, displaying a list of items with numbers 1 through 5. The person is standing in front of a museum display case with several drawers. The drawers are numbered 28, 29, 30, 31, 32, and 33. Each drawer has a small window showing a different specimen, likely a bird or insect. The background is dark, and the lighting is focused on the device and the display case.

To learn more, contact:  
[INQUIRIES@CHARGEITSPOT.COM](mailto:INQUIRIES@CHARGEITSPOT.COM)

[www.experienceARC.com](http://www.experienceARC.com)

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