

CASE STUDY

LXE[®]

LXE Helps Cara Donna Solve Cold Storage



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*— Joe Wessling
IT Administrator for Cara Donna*

Customer Profile

Cara Donna Provision Company was started by Joe Cara Donna, Sr. back in the 1930’s as a one-man operation selling fresh deli meat to local Boston businesses. Now, two generations later, the company has grown to become the largest family run and managed broad line food service distributor in all of New England.

No Margin for Error

As a smaller, family operated food distribution business often bidding against much larger competitors, Cara Donna achieves its competitive edge by being nimble, flexible, and responsive. They

provide big company performance with a more personalized brand of family service. Sounds nice, but in a business where the margin for error is already notoriously narrow, it’s slim-to-none for companies like Cara Donna. That’s why Joe Wessling, IT Administrator for Cara Donna, was understandably grave when describing his need to replace their previous provider’s temperamental mobile computers. “I was having to send products back on a regular basis,” Wessling lamented. “It was change or die.”

Solving Cold Storage

Broad line food distributors like Cara Donna operate in environments that wreak havoc on delicate technical equipment.

CUSTOMER
CARA DONNA

SOLUTION
TECTON CS | VX6 CS

RESULTS
100% up-time



(CONTINUED)



Each day, their warehouse workers navigate storage temperatures that range from 85°F with humidity to -10°F and arid. Moving from warm-and-wet to cold-and-dry storage environments can create a host of problems for scanners and mobile computers, causing materials to become brittle and break, battery failure, ice, condensation, and connectors to expand and contract.

When productivity started to suffer due to inferior equipment that couldn't handle these challenging conditions, Wessling knew it was time to seek out a more rugged alternative. "We can't run the warehouse without this equipment and it puts a big damper on business when it doesn't work," he explained. "We don't have a paper system to fall back on, so performance of our digital equipment is paramount." After considering several alternate providers, Mr. Wessling decided on LXE; a decision, he admits, that was based largely on reputation, and cemented by a better value. Since the final determination, Wessling is pleased to report that product performance has been exceptional. "I haven't had to send anything out for repairs," he said. "I've had 100% up-time. No downtime at all. That's huge."

Smooth Transition

Overhauling one's warehouse management equipment can be an

intimidating endeavor. Cara Donna was concerned about service interruptions during the switch over. And, when your competitive advantage is based on responsiveness and reliability of service, interruptions are unacceptable. Cara Donna converted their old freezer rated mobile computers to LXE's rugged Tecton CS handheld devices and VX6 CS truck mounted units. Crediting an intuitive interface and operating software, Mr. Wessling was thrilled by the limited learning curve. "It was really great," he said. "In less than one week, mistakes due to unfamiliarity were completely gone."

The Final Word

When dependability is your business, your business needs dependable equipment, especially in cold storage environments, where inferior equipment is certain to fail. Zero downtime. Easy transition with a minimal learning curve. No more time-consuming product returns. Cara Donna learned first-hand how reliable mobile computers can directly lead to increased productivity, finding peace-of-mind in LXE's handheld and vehicle mounted cold storage solutions. In fact, Joe Wessling is so satisfied with the way LXE's products perform he doesn't anticipate many further conversations. "I don't expect we'll talk again soon. That's how good your products are."

