

CUSTOMER CASE STUDY

How OneLove Logistics Cut Device Downtime by 75%



75%

REDUCTION IN DOWNTIME

70+

FEWER DEVICE REPLACEMENTS

3 in 1

SOLUTION IMPLEMENTED

THE CHALLENGE

Constant Device Failures Were Crippling Operations

As an Amazon DSP, OneLove Logistics depends on mobile devices to keep drivers connected and deliveries on track. But the company was facing a serious operational problem — multiple phones were being broken every single week. Beyond the direct cost of replacing devices, the hidden toll was even greater: significant downtime as replacement phones were sourced, set up, and deployed, disrupting delivery routes and driver productivity.

THE SOLUTION

A Three-Part Strategy to Protect Devices & Maximize Uptime



Zebra TC27 Devices

Replaced consumer-grade phones with enterprise-rugged Zebra TC27s, purpose-built to withstand the demands of daily delivery operations.



Charging Cradles

Installed end-of-shift charging cradles to ensure every device is returned, charged, and ready to deploy — eliminating battery-related downtime.



Esper MDM

Adopted Esper for centralized device management, making it easy to track devices, manage configurations, and quickly reference IMEI numbers for repairs.

“Switching to Zebra TC27s was a game changer for us. We went from breaking multiple phones a day to only 6 incidents in five months. The combination of rugged hardware, charging infrastructure, and Esper's device management gave us the visibility and reliability we needed to run a tight operation.”

— Mark Voisin, OneLove Logistics

THE RESULTS

Measurable Impact Across the Operation

- ✓ **75% reduction in device-related downtime** — down from multiple broken phones per day to just 6 incidents over 5 months.
- ✓ **Dramatic cost savings** on device replacement and IT labor previously spent setting up new phones after every breakage.
- ✓ **Eliminated battery downtime** with structured end-of-shift charging cradles, ensuring drivers start every day with a fully powered device.
- ✓ **Full device visibility** through Esper MDM, enabling fast repairs, streamlined management, and quick IMEI lookup when needed.

Powering smarter fleets with device solutions.

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