



## Success Story: Aviall, Inc.

### Helping Aviation Clients Return to the Air as Quickly as Possible

Headquartered in Dallas, Texas, Aviall, Inc. markets and distributes aviation parts for more than 240 manufacturers and offers roughly two million catalogue items from 40 customer service centers located in North America, Europe, and the Asia-Pacific region. Aviall, a wholly-owned subsidiary of The Boeing Company, also provides maintenance services and offers a complete set of supply chain and logistics services.

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**Profile:**

The world's largest provider of new aviation parts and related aftermarket services

**Location:**

Dallas, United States

**Industry:**

Logistics

**Website:**

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

**Solutions:**

- Ivanti Avalanche powered by Wavelink
- Ivanti Terminal Emulation powered by Wavelink

**Key Benefits:**

- Reduces the time to update the hardware on a single device in Aviall's environment by more than 75%
- Drives efficiencies, boosting warehouse staff productivity and enabling Aviall to expand without increasing headcount
- Aviall staff have processed up to 67% more orders per day since moving to the automated system

**Need for Speed**

Aviall's primary mission is to get the right products out of the door on time. Its aviation customers rely on a quick turnaround in order to minimize the time aircraft spend in maintenance and ensure they are soon back in the air. It's also crucial that Aviall despatch the correct precision parts in order to reduce delays and maintain safety standards. To ensure that customers receive the best service, Aviall needs reliable solutions for picking, packing, and dispatching stock.

Gary Clark, Systems Engineer at Aviall, explains: "It's crucial that technology failures don't keep boxes from being shipped. We had already deployed Intermec handheld devices in some of our warehouses, enabling staff to find the right products easily using location coordinates. The devices also allow users to scan product barcodes and send information back to our warehouse management system, so that we can keep track of stock and re-order parts automatically.

"However, we were connecting new devices to the network, rolling out updates, and managing the devices in a manual and piecemeal manner, which consumed time and distracted the IT team from higher value tasks. For example, it took up to 45 minutes to configure for our network and load profiles on a single device."

**Finding the Right Solution**

To dispatch products from its distribution warehouses more efficiently and accurately, Aviall approached Intermec Business Partner, Futura, to find a reliable solution for connecting new stock scanners to its network and configuring, updating, and managing the handheld devices.

Notes Gary Clark: "Futura evaluated our challenges and proposed Ivanti® Avalanche, powered by Wavelink, an enterprise mobility management solution that enables straightforward, centralized management of the Intermec devices. Thanks to Ivanti's partnership with Intermec, we were confident that deploying the solution would be straightforward." The solution engagement included evaluating heat maps of existing wireless coverage, installing new AP(s), configuration software for the scanners in Ivanti Avalanche, and the automation utility to accelerate software loading and configuration on the mobile devices.

### Smooth and Rapid Implementation

Working with Futura, Aviall rolled out Ivanti Avalanche across its scanner network. “We had a great integrator in Futura who understood how Intermec and Ivanti work together under the covers,” says Gary Clark. “We pulled together an image batch file, updated the devices, and told the warehouse staff to reboot their scanners—and they were good to go on the new software. And every time we want or need to update software or firmware, the same process applies. It’s significantly faster and easier than what we had to do in the past.”

Ivanti Avalanche enables companies to manage all of their mobility needs from one location, build a desired image and companion profiles, roll them out to all devices, and manage users by device groups and roles. It also provides an accurate view of both where and how assets are being used, so they can be tracked down in case they’re lost or stolen. Aviall upgraded to Intermec CK71 mobile devices as part of the implementation, and uses Ivanti Terminal Emulation to link the devices with its SAP host system.

### Better, More Reliable Devices

By deploying Ivanti Avalanche, IT staff no longer spend hours configuring and adding new devices to the network manually, and the company benefits from the improved reliability of the devices and network.

Gary Clark remarks: “Because a system image is stored on the scanner in flash memory, users can now cold-boot the scanners themselves. What’s more, it once took up to 45 minutes to configure a single device, and now only takes around 10 minutes—a 75% time savings. Device reliability has gone up significantly, while improved code means more functionality and uptime. All of this means we can get on with serving our customers without worrying about device configuration and management.”

Clark continues, “Ivanti Avalanche is head and shoulders above the competition. The company’s relationship with device manufacturers is invaluable, as it allows us to use their vendor configurations. As a result, we can tailor ‘deeper dives’ into specific topics that are relevant to Aviall. We can also access good drill-down information, such as serial numbers and battery life—simplifying device management even more.”

### Growing the Business

Adding new scanners to the network and managing devices is much faster with the new solution in place, enabling Aviall to move from same-shift-shared devices to deploying devices for each warehouse worker.

“People no longer have to wait their turn to use a scanner, but can get on with the job in hand,” notes Gary Clark. “For example, one of our warehouse locations processed at most 480 orders per day with 10 people using the manual system. Since implementing scanners, they can shift 600 to 800 orders per day.”

Gary Clark concludes: “We’re able to get the right items out to customers faster than ever before, which has reduced expenses, increased revenue, and helped grow our business—without increasing headcount.”

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***“Ivanti Avalanche helps us get the right items out to customers faster than ever before—increasing customer satisfaction, reducing expense dollars, boosting revenues, and driving the expansion of our business.”***

**- Gary Clark**

Systems Engineer, Aviall

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