

LANTRONIX®

INDUSTRY:

Retail

Lantronix Helps Retail Stores Increase Revenues With Remote IT Management



Success Highlights

- Complete connectivity solution from a single source
- Remote cloud management via desktop or mobile app
- Maximum uptime of connected IT and IoT devices
- Reduced spending for on-site service calls

Case Study Overview

Lantronix provides an all-in-one connectivity solution for retail stores and pop-up sites. Secure Lantronix Branch (SLB) Office Manager is used where space is limited, budget is tight and there are no on-site IT personnel. Integrated with ConsoleFlow™, Lantronix's cloud-based management platform, SLB gives users the ability to remotely manage and control all devices from a desktop or mobile app. For sites without hard wiring, Lantronix Connectivity Services delivers reliable global cellular connectivity.

“Controlling the connectivity at small retail stores and pop-up sites can be daunting. With Lantronix's all-in-one solution, one to thousands of sites can be managed remotely from a desktop or mobile app.”

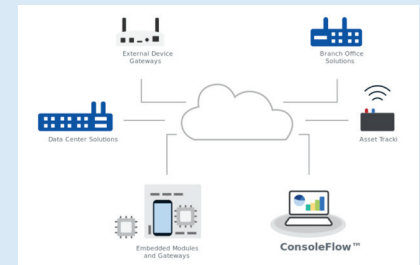
– Jacques Issa, Vice President of Marketing, Lantronix Inc.

CHALLENGE: Remotely Control IT for Small Retail Sites

Since most small retail stores and pop-up sites typically have no technical personnel on-site, there is no one to ensure that stores stay connected to ensure uptime for important services such as point-of-sale devices. When connectivity goes down, so do sales.

Challenges include:

- Gaining remote IT and connectivity management
- Enabling single-source management platform
- Remotely troubleshooting to ensure uptime
- Ensuring secure access through encryption



Product: ConsoleFlow Management Platform

ConsoleFlow is a cloud and on-premises hosted management software solution that enables users to view and manage globally distributed assets from a single pane of glass from virtually anywhere.

It offers flexible deployment options, including cloud-based software-as-a-service or virtual appliance for on-premises deployments.

Features include:

- Improved network resilience and operational efficiency
- One-click access to any console within the browser
- Centralized IT asset directory with instant search
- Real-time network performance monitoring and alerts

For more information, visit:
<https://www.lantronix.com/products/consoleflow/>

Product: Lantronix SLB

Lantronix SLB is a hybrid appliance combining a console manager and a PDU that quickly and securely provides remote real-time visibility and control over IT and IoT equipment at distributed sites.



Features include:

- Front LCD and keypad for quick, easy setup deployment
- Compact design for cost-efficient, on-site interventions
- Automatic transfer to secondary power source if needed
- The highest levels of encryption and security
- Optional 4G LTE Connectivity Kit with automatic fail-over

For more information, visit <https://www.lantronix.com/products/lantronix-slb/>



Product: Lantronix Connectivity Services

Lantronix Connectivity Services (LCS) enables users to easily connect, manage and control their global cellular connectivity. Ideal for sites that are not hard-wired, LCS cellular solutions are deployed quickly and easily with a single SIM card and global plan that leverages more than 600 networks worldwide in 185 countries.

For more information, visit: <https://www.lantronix.com/connectivity-services/>

“Secure, reliable connectivity is essential to keeping store point-of-sales devices live. With Lantronix’s solution, remote troubleshooting is fast, reducing downtime and costly, time-consuming service calls.”

– Fathi Hakam, VP of Engineering, Lantronix Inc.

SOLUTION: Console Lantronix SLB: Branch Office Manager, ConsoleFlow and Lantronix Connectivity Services

Together, Lantronix SLB, ConsoleFlow and Lantronix Connectivity Services (LCS) delivered a secure solution for global remote environment management of retail stores and pop-up sites, including hardware, software and cellular connectivity.

- Ability to manage all sites from a single management platform
- Compatible with LTE or dial-up models
- Small equipment that fits neatly in data closets
- Integrated power and serial interface
- Remote diagnostics and repairs
- Global cellular connectivity

RESULTS: Increased Revenues at Small Retail and Pop-up Store Sites

The Lantronix solution delivers real-time monitoring and management of distributed retail sites and pop-up stores. Improving operational efficiency and increasing uptime helps stores grow revenues.

Benefits Include:

- Integrated remote management solution
- Instant access for troubleshooting
- Remote support and management of uptime
- No need for technical staff onsite
- Reduced need for costly on-site service calls

About Lantronix

Lantronix Inc. is a global provider of secure turnkey solutions for the Internet of Things (IoT) and Remote Environment Management (REM), offering Software as a Service (SaaS), connectivity services, engineering services and intelligent hardware. Lantronix enables its customers to accelerate time to market and increase operational up-time and efficiency by providing reliable, secure and connected Intelligent Edge IoT and Remote Management Gateway solutions.

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