

McCarthy Tire Service

How modernizing their devices saved 20% in operating costs.

Overview

Founded by Joseph J. McCarthy in 1926, McCarthy Tire Service remains a family-owned and operated commercial tire company that has served the transportation industry for more than 95 years. McCarthy Tire now has more than 60 service locations and ten Bandag retread manufacturing plants in New York, Pennsylvania, New Jersey, Maryland, West Virginia, Virginia, North Carolina, and South Carolina. It serves customers with commercial, industrial, off-the-road (OTR), intermodal, and passenger vehicles.

To sustain the level of quality and service customers have come to expect, McCarthy Tire needed to modernize its IT operations with a large-scale software implementation to multiple retreading plants, replace all of their handheld scanners across the company, and ensure that all of their mobile devices are compatible with the latest OS.

After deploying hundreds of new Janam Technologies handheld devices in preparation for their software rollout, the company realized a 20% savings in operating costs. The newer devices were a lot easier to work with. In addition, teammates documented a noticeable decrease in device set-up time, therefore increasing efficiency and resulting in significant labor savings for the organization as well.

Company Profile



Name:

McCarthy Tire Service

Founded:

1926

Industry:

Automotive

Headquarters:

Wilkes-Barre, PA

Solution:

- Android Enterprise OS
- Rugged Janam Mobile Computers
- RMS Omega Professional Services

“ I looked into 3 other vendors to compare pricing and quality, but nobody could touch what RMS was able to offer. ”

- Chad Flaherty, Business Analyst

Approach

- **Modernized Devices:** McCarthy Tire needed to implement a wide-scale and modern mobile computing solution for its workforce to be competitive. Newer devices would allow workers to increase productivity and deliver exceptional customer service.

Replacing older devices with cost-effective Janam Android mobile computers would improve end-user speed and training time while also allowing devices to run current programs and software enterprise-wide.

- **Wireless Infrastructure:** To maximize the performance of their newer devices, McCarthy Tire needed to invest in better wireless infrastructure to support them.

A new wireless system would assist their hardware implementation by improving ease of use, speed, and ramp-up time for the end-user.

- **Professional Services:** RMS Omega's Service team helps plan and manage large-scale deployments that improve productivity, meet new compliance demands, and reduce operating costs.

With deployment services such as device staging and pre-configuration, training, and installation, all of the equipment arrives completely configured and ready to use right out of the box.

Results

20% savings in operating costs



Expedited customer service



Less time spent on tasks



Conclusion

With modern Android Enterprise devices, an optimized wireless network, and a services team behind them to help their IT implementation, McCarthy achieved operating cost reductions, improved efficiency of operations, and better customer service for their clients.

By teaming up with RMS Omega Technologies and Janam, McCarthy Tire was able to deliver improved infrastructure for their workforce, and in turn, improve customer experiences for their commercial, industrial, and consumer clients like they have continued to do for over 95 years.