CASE STUDY

Jon Richard

Our warehouse Wi-Fi failed and everything ground to a halt. Focus came in straight away, replaced the system, and got us running again without stress.

The difference was instant and the team quickly noticed a major improvement in reliability and performance.

Michele Campbell, Head of IT & Comms
Jon Richard

Fast | Friendly | Stress-free

Key Outcomes

Warehouse team back up and running quickly

Wireless scanners connect instantly

Orders dispatched on time with no delays

Reliable coverage across the whole warehouse

Zero downtime or stress since installation

A supported, futureproof system now in place

Fast | Friendly | Stress-free

Challenge

As a busy jewellery retailer, Jon Richard Ltd relies on their warehouse running smoothly. But when their Wi-Fi failed, they were stuck in a cycle of disruption:

Warehouse at a standstill

The Wi-Fi system collapsed, leaving staff unable to work effectively.

Scanners disconnected

Wireless guns couldn't connect, stopping the pick-and-pack process in its tracks.

Delays to orders

Production slowed down, deliveries were delayed, and stress levels rose.

Unsupported system

The old hardware was outdated, discontinued, and had no warranty in place.

"When the Wi-Fi failed, the warehouse stopped. We couldn't scan, pick, or dispatch, everything was delayed. It was urgent, we simply couldn't function without it."

Strategy

To get Jon Richard Ltd's warehouse back on track, we knew the response had to be both immediate and sustainable. This wasn't just about fixing a broken Wi-Fi system, it was about creating stability and confidence for the team.

Our first step was to take ownership of the situation. We moved quickly to design and install a brand-new wireless setup, ensuring full coverage across the entire warehouse floor. At the same time, we removed the old, unsupported system so the business wouldn't face the same failure again.

Once the new system was in place, we added cloud management and monitoring tools to enhance its functionality. This meant the warehouse team could get on with their jobs while we kept an eye on performance in the background, spotting and preventing issues before they caused disruption.

"They acted quickly, explained everything clearly, and gave us confidence that the problem wouldn't come back."

Now, Jon Richard Ltd has a partner who understands how critical the warehouse is, keeps things running smoothly, and makes technology feel easy again.

Solution

From the moment we got the call, our focus was on making the process simple. Instead of patching up an outdated system, we replaced it with a new setup designed to be reliable, easy to manage, and built to last.

We took care of everything on site, removing the failed hardware and installing a modern wireless system that gave full coverage across the warehouse. At the same time, we introduced monitoring tools so the system could be supported properly moving forward.

Our approach wasn't just fast, it was human. No jargon, no pressure. Just straight-talking, friendly support from a team who understood the urgency and delivered with confidence.

- **Rapid response to replace the broken system and restore operations**
- **Full warehouse coverage so scanners connect instantly everywhere**
- **Modern cloud-managed system for visibility and control**
- **Ongoing monitoring and support to stop future failures before they happen**

A Real Shift in Mindset:

For Jon Richard Ltd, this wasn't just about fixing a broken Wi-Fi connection, it was about peace of mind. The warehouse team can now rely on their scanners, orders go out on time, and customers stay happy.

What was once a point of stress is now invisible, technology that simply works in the background, letting the team focus on doing their jobs.