Cadre
Technologies
Case Study

It's not an average client/ provider relationship. It's a true partnership.

Ding dong.

Most people don't think about everything that's happened prior to your online order's arrival on your doorstep. But Cadre Technologies does.

Cadre Technologies delivers software that keeps warehouses running. From the moment a product arrives at the warehouse door, until it's at yours, Cadre's software knows where everything is, how long it's been there, and when it needs to be reordered.

While other companies focus on hardware and software solutions, Cadre focuses on what makes them unique. Their software meets the unique demands of a wide range of warehouse operations. But software requires hardware. Working directly with manufacturers solved the issue in the early days. However, as the world of technology exploded, Cadre had to figure out how to provide the hardware their clients needed without losing sight of their core software business.

Most often, companies excel at either software or hardware. Many who try to succeed at both experience a stagnation in one or the other due to a divided focus. For Cadre, the only option is to remain the best-in-class software solution for warehouse operations, so they found a partner in Commenco. To tell the story of this partnership, we sat down with Daryl Grove, President of Cadre Technologies.

> "We don't want to be a horizontal solution trying to do everything for everybody. We focus in an area, warehouse management, and we work hard to do it very well. We align with Commenco because they focus on rugged mobile solutions, data collection, and related items, and they do it very well.
>
> — **DARYL GROVE, PRESIDENT OF CADRE TECHNOLOGIES**

Filling the Gap

The gap that was created by a rapid and constantly evolving technology market was filled by Commenco's commitment to customized technology solutions. Instead of dividing their attention between software and hardware Cadre worked with Commenco to learn what the best products were for their clients. Then, Commenco put those products in Cadre's hands to test and certify in an effort to find devices that align well with Cadre's software functionality.

That was just the beginning. These days, Cadre brings Commenco to the table with their clients early in the process. Both companies work together, and the client ends up with the best solution for coding, tracking, and tracing that the market has to offer. It's a relationship built on trust but sustained by common goals.

> **Commenco adds that trusted advisor on the equipment side of things.**
>
> **DARYL GROVE**
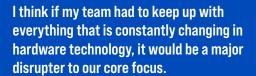
Cadre is constantly working to solve every warehouse challenge with each new software update. To do that, they have to stay on that track by focusing on the needs and operational requirements of the clients they serve. Doing so doesn't leave much time to focus on the latest new mobile computers. They don't have to worry about that with Commenco.

When products update or new features become available, Commenco brings that information to Cadre so that they stay ahead of the technology curve. By the time new hardware is released into the market, Cadre has already certified it so their clients take advantage of the advancement.

Implementation

One of the most important steps of the client journey with Cadre is the development of a customer requirements analysis. This is where Cadre takes all the information they've collected from meetings, walk throughs, and research and turns it into a plan to implement. Several steps must happen in tandem in order to meet a client's go live date. The biggest

> **I think if my team had to keep up with everything that is constantly changing in hardware technology, it would be a major disrupter to our core focus.**
>
> **—DARYL GROVE**

is getting a clear picture of both the software and the hardware needs.

Software will need to be prepped and hardware will need to be ordered. A seamless project requires that these two things happen simultaneously. That's why Commenco is at the table as early as possible. Cadre and Commenco work together in lock step to prescribe everything the client needs and execute it.

Hardware in warehouses has to be tough. It is going to get dropped, used on the go, and have specific functionality to take advantage of what Cadre's software has to offer. It's important for clients to secure the right hardware and to do it within a timeframe that will allow for testing and implementation. It's more than navigating supply chain issues, it's providing service delivery that exceeds expectations.

This very clear division of expertise also gives clients a clear path to service once the software and hardware are implemented. They know who to call and who they're calling when any issues arise. If they need to add hardware, they don't have to research and source it themselves. They go straight to Commenco, who knows their system, and what works best.

Looking to the Future

There's always something new on the horizon. At one time that was the Android operating system. Cadre knew the changeover from Windows to Android was coming. Soon the operating system that many of their clients used wouldn't be supported which would in turn affect the way their clients used their software. That time came a whole lot faster than expected. Commenco was there to give Cadre the heads up and provide equipment as they pivoted to get their software updated to accommodate the Android environment.

The partnership between Cadre and Commenco works well for both companies, but it also gives Cadre's clients a truly best-in-class experience. They can know that the software Cadre has developed is the top-tier warehouse technology and that it thrives on hardware that is current. Their clients get the best of the best and that's how Cadre wants to keep it.

At the end of the day, Cadre and Commenco are the two sides of the same coin. It's not an average client/provider relationship. It's a true partnership. No matter how many times the technology changes, Cadre and Commenco will deliver best-in-class operational support to warehouses.

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> Commenco helped us with getting test units and providing our engineering team what they needed. You can test all you want on a computer screen, but it's not ready until you get the actual hardware.
> —DARYL GROVE