



Cetech, Pragma's Telnet Technology and Janam: Uncorking a Handheld Solution for a Wine Seller That's Vintage Pragma

The Client: Cetech

Cetech is a vertical-market and custom-software developer based in Buffalo, New York. The company's primary focus is the development of mission-critical inventory-control and asset-tracking applications and solutions across a broad range of industries, with a particular emphasis on retail operations. Cetech also serves as a technology integrator, seeking out best-of-market hardware and software solutions to partner with its own business-critical applications to create a custom-tailored, comprehensive solution for its clients.

The Challenge: Sell No Mobile Solution Before its Time

When a Saratoga, New York-based wine and liquor retailer sought to upgrade its mobile inventory operations, it turned to Cetech in search of an effective, reliable handheld solution. The retailer needed a handheld option that would allow it to readily collect real-time inventory and price-checking data and create on-the-spot, price-correct signage. With the client pushing to move from a simple handheld unit to one with extended, real-time capabilities, Cetech began researching new approaches that would allow it to meet the retailer's needs in a simple, effective way.

The Solution: Pragma's Telnet Technology

Faced with the client's changing needs, Cetech President Charlie Hayes said he decided to look for a fresh path to ensure that its recommended solution would be effective, workable and efficient for all of its customers. "Before this, we used more complicated products for many of our retail applications," he explained. "When we received this assignment, we began researching new, less complex approaches – and that's when we found Pragma Systems. The

simplicity and ease of use without sacrificing functionality with Pragma is, from an integrator's perspective, so much better than anything we saw with competing products."

The combination of Pragma's PocketVT and Janam's XM Series rugged mobile computer was the bold, robust blend Cetech needed to meet the wine retailer's needs. Pairing Janam's XM60W units with the reliability of Pragma's handheld telnet client not only gave the wine seller the real-time inventory check-and-update function it required, it let the sales team create signs with correct pricing on the spot.

"With Pragma, we were able to give our customers the handhelds they needed to collect mission-critical data in real time, not to mention the convenience and reliability they have a right to expect," asserted Hayes. "Pragma's telnet client gives us the portability we require, the ability to apply it across different handhelds, and the flexibility our clients demand."

Hayes also spotlighted Cetech's stress-free working relationship with Pragma. "They responded remarkably well to our client's needs for customization within the specifics of our application, giving us the ability to deliver an effective, simple product," Hayes explained. "These kinds of deals get more complicated than they need to be sometimes, both for us as integrators and for our clients. Pragma was great. They went above and beyond, they quickly met our clients' specific needs, and they did an excellent job."

Pragma Vice President of Sales and Marketing Andrew Tull underscored the benefits to the client of pairing Janam's handhelds with Pragma's award-winning, handheld telnet technology. "We're excited about this opportunity to extend our technology to Janam's rugged, lightweight, Windows-based devices to answer the customer's specific remote, secure connectivity."

Pragma Delivers!

Cetech – and its clients – is the most recent addition to the long line of organizations that have come to rely on Pragma's outstanding performance, superior customer service and across-the-board reliability.

Call Pragma today, and learn how we can help your company by providing:

- Your choice of Telnet or SSH to build your solutions
- **Reliable, proven enterprise-grade secure connectivity software** for all Windows® environments:
 - Highly-secure – offers a protocol for secure remote login and other secure network services over an insecure network;
 - Facilitates **data and system management**;
 - Allows **secure file transfers**; and
 - Provides consistent, **reliable application delivery**

- Gives you and your company a **powerful, convenient** approach to protecting your network
- Superior and **responsive customer service** – both throughout the sales process and during lifetime of usage
- Offers **peace of mind**

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