

CASE STUDY

Zekelman Industries Replaces a Custom Legacy SAP Mobile Solution with Havensight Inventory One — and Gets Faster, More Accurate Inventory Execution Across 17 Plants

Introduction

Zekelman Industries, the largest independent steel pipe and tube manufacturer in North America, manages a large volume of raw materials and finished goods inventory across 17 manufacturing locations in the U.S. and Canada. When its aging Windows CE mobile solution became impossible to sustain, Zekelman needed more than a device refresh — it needed a better way to execute inventory in SAP.

Havensight partnered with Levata and Zebra Technologies to deploy **Havensight Inventory One**, a SAP-native warehouse and inventory execution platform, giving Zekelman's 400 mobile workers a faster, more guided, and more secure way to complete inventory transactions — without losing any of its existing SAP integration or business process alignment.

SUMMARY

1

COMPANY

Zekelman Industries, the largest independent steel pipe and tube manufacturer in North America.

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PROBLEM

A legacy Windows CE mobile app and aging devices were being used to manage SAP inventory transactions, but the app was costly to maintain, devices were no longer available, and the company could no longer equip its 400 mobile users with the right tools to do their jobs.

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SOLUTION

Havensight deployed Havensight Inventory One — its SAP-native inventory execution platform — on Zebra Android mobile devices, replacing Zekelman's legacy solution with configurable, scan-first workflows that align with its existing SAP integration and business processes across all 17 facilities.

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RESULTS

- Faster, more accurate inventory transactions across 17 manufacturing plants
- 400 mobile users equipped with modern Zebra Android devices and guided workflows
- Scan-first, SAP-native execution — no transaction codes or SAP expertise required
- Streamlined screens, menus, and workflows purpose-built for the plant floor
- Full integration with existing SAP back-end processes — preserved without disruption
- Major security improvements for devices and authentication
- Centralized device and app management via SOTI integration
- Future-proof platform aligned with SAP's technology roadmap

2. PROBLEM



As an international steel products company with production operations across 17 different manufacturing locations in the U.S. and Canada, Zekelman Industries manages a large volume of raw materials and finished goods inventory. But this had become increasingly difficult due to the use of a legacy Windows CE app and legacy mobile devices that were no longer supported or sustainable. Back in the 1990s, Zekelman custom-built and deployed a Windows CE application to help get inventory data and transactions into its back-end SAP system. It built many custom inventory transactions and SAP integrations which proved extremely useful and fit nicely into how the team did business — and those integrations remained core to how it operates today.

But the platform holding it all together had reached the end of its life. The Windows CE mobile operating system is no longer supported, which meant Zekelman's mobile security was dangerously outdated. Moreover, it no longer had Windows CE development resources on hand to extend and update its custom application, troubleshoot and fix issues, or retire transactions and features that were no longer required. Additionally, the company's legacy devices were so outdated that its preferred hardware could no longer be repaired or purchased on the secondary market as refurbished devices. As its devices inevitably broke down and couldn't be replaced, Zekelman no longer had enough hardware to equip all of its mobile users.

What Zekelman needed wasn't just a new app or a new device — it needed a sustainable, configurable execution platform that could preserve its SAP investment, eliminate its custom code burden, and give its workers a better, faster way to get inventory work done.

Facing an inevitable need to upgrade and replace legacy hardware, Zekelman was assisted by Levata, a Zebra Technologies channel partner. Zekelman made the commitment to switch to Zebra Android mobile computers, which are known for their excellent scanning capabilities and deliver a modern and improved user interface along with new and robust security and authentication. But Zekelman also needed a new application that was compatible with its new hardware, and it didn't want to lose all the work it had done to make SAP available to field workers.

Zekelman turned to Havensight, a company with over 20 years of SAP mobile execution experience, to deploy a solution that would take full advantage of its new Zebra Android devices while maintaining the existing SAP integration it had built — an integration that aligned extremely well with its business processes. Zekelman also wanted a platform its own internal teams could support and extend moving forward.

3. SOLUTION

Havensight deployed **Havensight Inventory One** — its SAP-native warehouse and inventory execution platform — to replace Zekelman's legacy Windows CE solution. Rather than rebuilding custom workflows from scratch, Inventory One's configurable execution platform was tailored to Zekelman's existing SAP integrations and business processes, eliminating the custom code burden while delivering a faster, more guided experience for every operator on the floor.

The engagement began with a thorough assessment of scope and requirements, which included a desire to simplify screens, consolidate data, and deploy improved inventory transactions — all while addressing the company's hardware, security, and long-term support challenges. This led to a proof-of-concept phase in which Havensight configured and validated workflows on Zebra devices so Zekelman could see exactly how the execution experience would look and function on its new hardware before full deployment.

Havensight Inventory One's SAP-native platform connected directly to Zekelman's existing SAP back end, ensuring that Zekelman's inventory and transaction data was clean and would post properly through its existing SAP infrastructure — with no middleware, no data replication, and no disruption to the SAP processes Zekelman had refined over decades.

Havensight worked through the deployment in prioritized phases, addressing the largest needs and most complex requirements first, then refining less complex workflows and improvements. Along the way, the team identified and acted on several opportunities to streamline and simplify screens and logic by eliminating functionality that was no longer needed. After thorough testing and user acceptance, the solution was deployed to Zekelman's production operations, with Havensight providing end-user training, knowledge transfer, and go-live support.



4. RESULTS

Once the rollout and training were complete, Zekelman was able to equip its 400 mobile users with new Zebra Android mobile devices and a modern, guided inventory execution experience — helping them perform inventory transactions and manage inventory faster and more efficiently than ever before, while continuing to take full advantage of its SAP business processes.

Havensight Inventory One's configurable platform enabled the team to quickly build out a new execution interface tailored to Zekelman's physical processes, resulting in new screens, new menus, and a host of additional improvements that delivered a truly user-friendly experience.

The platform was also purpose-built for the realities of a plant floor environment. Havensight configured audio feedback to signify transaction successes or failures — loud enough to be heard over the noise of nearby vehicles or heavy equipment — and applied a new palette of colors to help users see information and transactions clearly when working outdoors in all different lighting conditions. Button sizes were also optimized so workers can easily interact with the device while wearing gloves, and devices were configured to alert users when their last scan has been successfully recorded.



Improvements to Zekelman's mobile efficiency and user experience have been so significant that the company is already thinking of additional ways to build on this success and take things further in the future.

Havensight also worked with SOTI, Zekelman's mobile device management software provider, to ensure that the platform can be updated and managed centrally across all of Zekelman's sites and devices through SOTI's centralized tools and interface.

Most importantly, Zekelman has transitioned from unsupported Windows CE devices and applications to Zebra Android devices running a SAP-native execution platform — significantly boosting device and authentication security while ensuring that its hardware and software are supported and can be maintained and extended for years into the future.

With Havensight Inventory One in place, Zekelman now operates on a configurable, SAP-native execution platform that can be extended, updated, and scaled across its 17 facilities — without carrying a custom code burden or relying on a single legacy application that no one can maintain.

Ready to Replace Your Legacy SAP Mobile Solution?

See how Havensight Inventory One can replace your unsupported SAP mobile environment with a faster, configurable execution platform — purpose-built for manufacturing inventory operations.

Contact our team for a demo.

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Havensight

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