



## Case Study Overview

A \$12.9 billion global manufacturer of equipment used in buildings around the world wanted to provide a mobility solution for the technicians who install, maintain and repair this equipment at customer sites. Being out in the field all day, the technicians often found it challenging to process timesheets and expenses, report project status updates and communicate with corporate personnel. The manufacturer's mobility strategy is to leverage a Windows Mobile® infrastructure and messaging solution along with internally developed mobile business applications to replace paper-based processes. The mobility solution will result in higher accuracy and timelier processing of information, as well as increase technicians' productivity. Once the mobility solution was identified, the manufacturer realized it would need a strategy to configure, deploy and manage 6,000 devices across the U.S and Canada, 1,500 Blackberry devices for corporate and sales personnel and 4,500 devices for service technicians. To maximize ROI and enable the current IT staff to focus on their day-to-day activities, the manufacturer signed a two-year contract with Enterprise Mobile to manage the deployment and support of their mobility solution.

## Case Study Details

Enterprises with large field service organizations spread across the globe find it challenging to collect timely information from field service personnel regarding their projects and issues they encounter in the field. Typically, field service personnel do not have easy access to a computer; as a result, they have to wait until the end of the day when they can get to a computer or lose valuable time during work hours traveling to a branch office to communicate with their home office and submit status reports and time sheets.

Faced with these challenges the manufacturer's strategy was to offer a reliable and accessible mobile messaging and line of business solution to their field technicians to facilitate communications and data gathering. The company determined that Windows Mobile on Palm devices, including the 700wx, 800w and Treo™ Pro, running internally developed mobile applications would provide the technicians a way to exchange information with the home office easily and efficiently, resulting in prompt and accurate processing. This approach would provide management current information required to support business decisions related to procurement, project management and resource planning. Using their mobile devices, the technicians are able to submit time sheets and project status updates electronically to the home office. By replacing paper- and telephone-based processes, the company has made it possible to process information faster and with greater accuracy, eliminating the need to rekey data into corporate systems and risking transcribing errors. This has resulted in faster execution of payroll and customer billing processes and reduced the workload of internal administrators who formerly managed this manual process for the technicians.

The logistical challenges that come with configuring and deploying a large volume of devices in a timely manner and providing break/replace service to the mechanics were significant. The company quickly recognized that they did not have, nor did they desire to build, an internal IT staff capability of handling these activities. The manufacturer selected Enterprise Mobile to be the single point of deployment and ongoing management for 4,500 Windows Mobile devices running line of business applications and 1,500 Blackberry devices being used for corporate email and PIM access.

## Challenge:

- Very limited communications between field personnel and corporate offices
- Field personnel have difficulty reporting on a timely basis and submitting project status reports, time sheets, expenses and procurement requisites for material and equipment.
- Management did not have access to the most current information for making business decisions related to procurement of material and project management and resource planning.

## Solution:

- Provided a deployment solution that included device configuration tailored to the different user groups
- Created a custom package which included the configured device, accessories, and a customized getting started and training guide tailored to the manufacturer's Windows Mobile solution
- Manage a device depot center to ensure that damaged or lost/stolen devices are replaced within 24 hours of being reported to minimize downtime in the field

## Results:

- The Windows Mobile based solution streamlines communications between corporate and field personnel, providing management with the information required to make important business decisions associated with procurement of equipment and material, as well as project management and resource planning.

Partnering with Sprint, Enterprise Mobile is handling all facets of device procurement and service activations. Enterprise Mobile provisions and configures each device with line of business applications and other software, activates the device for Sprint service, tests the device to ensure that it is working properly, charges the battery and tags it for asset management tracking. Once configured, the device is placed in custom packaging that includes accessories and a customized getting started manual tailored to the manufacturer's device configuration and line of business applications. This packaging provides the technicians with everything needed to successfully use the device and ensure a positive out of the box experience.



Enterprise Mobile also helps the manufacturer's IT group provide help desk to help desk support. If technicians are having a mobile problem with their devices or the business applications they can call their internal help desk for support. If the internal help desk cannot resolve the problem, or if resolution is going to take an extended period of time, they can contact Enterprise Mobile's help desk for additional support. Enterprise Mobile's mobility support specialists, who handle those calls, have extensive knowledge of the Windows Mobile infrastructure and are trained on the business applications installed on the device. To date Enterprise Mobile has been able to solve 100% of the issues the technicians have encountered on the first call.

When a technician reports a lost, stolen or broken device, the IT staff contacts Enterprise Mobile to manage the break/replace process. Once a device is determined to need replacement, Enterprise Mobile makes arrangements for a fully configured replacement device to be in the user's hands the following business morning. With the receipt of the new device, the end-user also receives a box and shipping label to enable easy return of the device being replaced. Upon receipt of a broken device, an Enterprise Mobile mobility technician will perform necessary diagnostics and tests to identify the issues. For devices under warranty, Enterprise Mobile will work with Palm and Sprint to manage the process for exchanging damaged devices with replacements. For devices out of warranty, Enterprise Mobile facilitates the recycle process, capturing any value from the recycled parts and passing that back to the customer.

Through the combination of mobility solution and outsourcing partnership with Enterprise Mobile the customer has realized a successful mobility deployment, increased productivity, maximized ROI, minimized risk, managed costs, and provided the technicians with a positive user experience.

- Enterprise Mobile's deployment, customized packaging and depot solution provided the technicians with a positive out of the box user experience.
- The ability to be able to send and view information on a job site increases the field personnel's productivity.

### About Enterprise Mobile

Enterprise Mobile is a mobility service provider that offers professional (strategic) and lifecycle management (end-to-end) services to help companies successfully deploy and manage their mobility initiatives. We draw on our deep mobility expertise and best practices to deploy mobile devices, manage them remotely, provide various levels of user support, and efficiently replace or repair inoperable devices for enterprises looking to control the costs of mobility. Learn more at [www.enterprisemobile.com](http://www.enterprisemobile.com).

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