

CASE STUDY - MOBILE WORKING

Businesses are increasingly dependent on information technology with access to information having become either critical to many job functions or a key enabler of efficiency and effectiveness. The nature of most businesses demands a mobile workforce, however effective communications has remained highly dependent on being in a location that has physical access to the IT systems.

Whilst mobile working has been facilitated in the most businesses for some years through the delivery and support of laptops, mobile phones and remote access, advances in technology have opened up a range of wireless portable devices which can further support the wide variety of working styles and requirements of a mobile workforce.

CUSTOMER: GLOBAL REFUND

Global Refund provide Tax Free Shopping service in 35 countries and at more than 230,000 retail outlets around the globe. Global Refund had a need to provide their mobile workers with access to their Microsoft Exchange email solution. They also wanted to have a method to manage the appointments of their mobile work force enabling the head office in the UK to book appointments for the mobile work force making them more efficient.

ABC Networking Ltd designed and implemented a mobile solution based on Microsoft Exchange 2003, wireless ActiveSync and Windows Mobile technology.

Our solution provided Global Refund with an encrypted, centrally managed mobile worker solution that provided their sales team and support engineers additional contact with the head office communications infrastructure and also provided the support engineers with a method of remotely accessing their server and network infrastructure.

Global Refund has dramatically improved the productivity of their mobile work force by allowing them to respond to email messages immediately rather than spending a lot of time when they are back in the office dealing with emails and has made the mobile workers more efficient by allowing head office to control their movements and booking appointments geographically.

FEEDBACK

"ABC Networking Ltd has implemented an outstanding mobile worker solution for us allowing our staff to be more productive whilst maintaining constant contact with the office. Our mobile email and diary system has improved productivity and has paid for the implementation of the solution through the increased performance of my team"

"Services provided by ABC Networking Ltd have been professional and of the highest standard at all times while maintaining their complete understanding for Global Refund's business needs. Global Refund continues to have the utmost confidence in ABC and whole heartedly recommends their services. We have not found a more cost effective way to extend the skills range of our IT department."

Pete Wigginton
Head of IT
Global Refund UK

IN BRIEF

Customer:

Global Refund
www.globalrefund.co.uk

Challenge:

Mobile workforce that was not as productive as they wanted and was not as effective at communicating with office based staff and their clients.

What we did:

ABC Networking Ltd implemented a mobile worker solution based on Microsoft Wireless ActiveSync and Windows Mobile technology

Benefits:

- Dramatically improved productivity - staff were managed remotely
- Wireless email - staff responded to email immediately saving time when they were back in the office
- Wireless calendar - diaries managed remotely, staff were booked to see clients in similar locations and the support team services appointments were booked
- Wireless tasks lists
- Wireless address book - access to the corporate address book
- Encrypted communication
- Remote wipe of the device if lost

