



BlackBerry Customer Success Story



Expertech Network Installation (Expertech®) is a Canadian telecom and network infrastructure service provider for the cable and wireless broadband market. The company employs more than 1,600 managers, technicians and administrative staff in the provinces of Ontario and Quebec.

Industry:
Technology & Communications

Region: North America

Company Size: Large - 1,600 employees

Application:
Expertech Tools Management

Solution:

- Research In Motion® (RIM®) Corporate Developer Program (CDP)
- BlackBerry® Java® Plug-in for Eclipse®

Telecom and Network Infrastructure Company Improves Inventory Accuracy with Help From a Custom BlackBerry Application

THE CHALLENGE

Costly tools used to splice fibre optic cables are an important part of Expertech's operational and capitalized expenses, but the company did not have an automated system in place to track their tools and optimize their usage. The existing data in its tracking system was inaccurate and required manual updating, making it essential for the company to implement an efficient process to track and follow up on its capital tool inventory.

"The data in our tracking system was not accurate and required a complete update," said Bobby Gibbons, Manager of IT Development with Expertech Network Installation. "Also, we needed an efficient process to capture and follow up on our capital tool inventory to meet our corporate financial responsibilities."

THE SOLUTION

Expertech recently deployed BlackBerry® smartphones to its 1,400 technicians, who were previously using cell phones to communicate. With this deployment, Expertech was interested in developing a custom BlackBerry application in-house that would inventory and track capitalized tools in near real-time and automatically upload the data into the company's SAP system. Expertech decided to partner with the Research In Motion (RIM) Corporate Developer Program (CDP).

The CDP gave Expertech access to RIM's specialized Enterprise Solution Consultants, who are available to provide technical advice and guidance throughout the development process. "RIM has provided code samples and we've had a number of discussions around what we can and can't do with the devices," said Gibbons. "The consultants have gone out of their way a number of times to assist us."

After consulting with RIM, Expertech decided to develop its application in the Eclipse® environment, using the BlackBerry Java Plug-in for Eclipse. "This specific application was best suited as a Java-based application rather than HTML-based," said Gibbons. "With RIM's advice, we were able to get things ramped up quickly."

Expertech also quickly learned about the wide variety of software toolkits at their disposal. "The APIs offer a lot of potential for what you can do with the devices," said Gibbons. "Between the CDP and documentation available online, using the toolkits was a straightforward process."

EXPERTECH'S BENEFITS

"The CDP team at RIM have helped us at every step of our in-house development - and thanks to our custom app, which helps us keep track of valuable tools we use every day, inventory counts are more accurate and take about 85% less employee time."

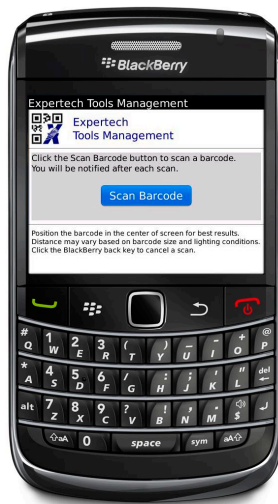
Bobby Gibbons
Manager of IT Development
Expertech Installation Network Inc.

Expertech's partnership with RIM through the CDP allowed them to test new code samples and quickly address any technical issues that came up. "Working with RIM's senior consultants and engineers to find and resolve issues has been very important for us," said Gibbons. "It sped up our development process and allowed us to develop in-house."

Expertech's new app now allows information on each tool to be automatically uploaded in the company's SAP system removing inventory count entry errors. The company's audit process has been accelerated and inventory capture is more accurate. "We required better control over our tools management and with this new app we know exactly where our capital tools are at any given time," said Gibbons.

The simplicity of the BlackBerry Java Plug-in for Eclipse and the wide variety of APIs has also made it easier for Expertech to develop a second mobile app aimed at improving technician health and safety. The app tracks the technician's location, pushes them a message asking for confirmation that they are safe and allows them to respond at the tap of a button. The team at Expertech expect to realize savings while streamlining a previously cumbersome call-in process.

Expertech plans to continue its partnership with RIM and develop a number of future applications, including a BlackBerry® PlayBook™ tablet application using the BlackBerry® WebWorks™ SDK for Tablet OS.



BlackBerry smartphone screen shot showing Expertech Tools Management, an Expertech custom-built application.

<http://www.blackberry.com/go/success>

<http://us.blackberry.com/developers/resources/corpdevsupport.jsp>

BlackBerry

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