

case study



Logistics International PLC improves the delivery of IT and support services to its UK and European clients with B2M's mProdigy® mobile management suite whilst cutting 92% off the cost of managing its field-engineers' mobile equipment.



Unlike other technologies we have experienced in this area which provide, at best, elements of a management solution, mProdigy truly sets itself apart by delivering robust, reliable and scalable management.

- Steve McCorry, Technical Director, Logistics International



Actionable Analytics  
 for Business-Critical  
 Enterprise Mobile Devices

## Business Need

Logistics International (Li) delivers IT and Support Services for companies such as Hewlett Packard, Motorola, Getronics and Fujitsu Siemens. To deliver these services, Li equips its field engineers across Europe with the latest mobile equipment to work on client projects. Armed with Motorola MC70 rugged mobile devices running powerful Syclo applications, the engineers can track the deployment, servicing and warehousing of client's IT assets. Li's main challenge was to improve the way it recommissioned devices for the different engineers assigned to each new project.

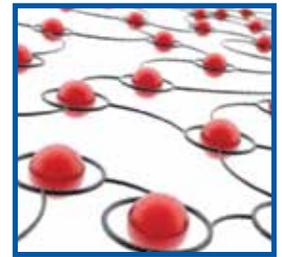


“In the past, it took an hour to manually update each unit and we were updating approximately 50 devices every month over a wide geography. This level of personal interaction with devices was time-consuming and incurred high overhead costs.”

- Steve McCorry, Technical Director

## The Solution

B2M's mProdigy mobile management suite was selected due to its considerable breadth of capabilities. Li uses it to manage and deploy software to the mobile devices over numerous transmission technologies including GPRS and WiFi. It was also chosen because it was the only system capable of delivering remote control training over GPRS.



Li has improved the support to its field engineers by ensuring that devices are now available on time and in full working order, whilst providing ad-hoc remote training for new engineers.

“mProdigy has had a profound effect on our ability to manage the mobile enterprise in an efficient manner. It greatly improves the ability to deploy and manage mobile devices across the entire enterprise regardless of scale and geography.”

- Steve McCorry

## Business Benefits

Li has been using mProdigy for nearly a year and it has already proved invaluable. In addition to having full visibility of all its mobility assets, Li can now deliver comprehensive IT support to its field engineers. If devices have a fault, mProdigy can identify and resolve the problem so that the majority are operational again rather than having to return to the office. Plus Li can now train new engineers remotely.



“We've cut the time to update devices from an hour to five minutes per unit—a twelvefold reduction in both time and costs. Our field engineers are now equipped much faster with the right technology and information. In this optimum service mode, engineers can deliver faster and more effectively to our customers”

- Steve McCorry