

MOBILISE CENTRALISED CONTACTS

PROJECT

Mobilise centralised contacts

MARKET SECTOR

All Sectors

BENEFITS

Access to corporate CRM's
East search and retrieval
Fast implementation

KEY FEATURES

Realtime access to backend corporate data including Oracle, SQL & Domino
Eliminate use of expensive laptops in the field
Improved response times
Improved client service

This solution can be implemented and active in 3/4 weeks and proof of concept implementations are available.

To find out more about BlackBerry solutions for the Local Government
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IBM Lotus software



PROJECT OBJECTIVE

Challenge

Mobile staff by the vary nature of their jobs, need to be able to action items and make decisions on the road regarding their cases and clients. Fundamental to this requirement is the ability for them to have easy access to centralised client and case data in a timely and secure manner.

The increased use of devices such as the Blackberry has delivered great efficiencies in the way mobile workers have gone about their daily tasks, allowing access to email and personalised contact data. This however has not typically allowed them access to centralised corporate client data.

Security and data protection have also been foremost in the minds of local government when addressing these issues, ensuring that no unauthorised access can take place.

Solution

Mobile Centralised Contacts is a solution, which is designed to allow mobile case workers for example to access important client information from their blackberry. The type of user is varied and could be a social worker visiting a client or a health care professional. The solution can surface data from a range of database platforms including but not limited to Oracle, MS SQL and Domino, thus ensuring that decisions taken out in the field are well informed and based on the most current information.

The application allows for search and retrieval in any combination of categories to be determined by the users and best of all it uses the RIM unparalleled security model to ensure there is no unauthorised access. Furthermore as none of the data is stored on the device concerns should the device be stolen can be easily mitigated by disabling centrally any access that the device may have. The solution can negate the requirement of bringing expensive hardware into the field as well as eliminating duplicate data entry, as the system links directly to the backend database.

