



**Bell Techlogix**

Focused • Skilled • Reliable



## Ruggedized Mobile Solutions



### APPLICATION BRIEF

Bell Techlogix has over 25 years of experience in delivering IT Technology Solutions. Our certifications and broad experience include Apple, Dell, HP, IBM, Microsoft, Sprint (BSP) and other industry leaders. Our core team of subject matter experts currently carries over 450 industry certifications. This combination of experience and expertise allows us to deliver complete solutions on-time and on-budget. Our commitment to our clients is evidenced by the fact that we currently manage over 500,000 IT assets. Bell's Technology Solution Suite assists IT Executives in better defining their environment and planning for future growth, while ensuring the optimized delivery of IT services resulting in improved service levels and quantifiable cost savings.

### BUSINESS CHALLENGE

At the heart of Bell's solutions portfolio is its ability to deliver IT Asset Life Cycle Management Solutions (ITALC) to enterprise clients across the nation. Our ITALC solutions span procurement, imaging and deployment, service desk support, asset tracking, advance exchange, depot and maintenance, retirement and remarketing, and disposal.

Our on-site and depot support teams are constantly on the move. This is the situation at a Fortune 500 client where Bell performs ITALC services in support of a major division. Being mobile for warehouse managers, repair technicians and account managers is standard operating procedure. In order to most effectively service their clients' needs, these employees in some cases spend 60-70% of their time in the field or on the warehouse floor. However, while on the move our employees still require:

- The capability to communicate verbally with end-users, managers, and Tier 2 and 3 engineers;
- The need to adhere to high level security policies;
- Interaction with service level management systems.

As a result, many employees carried multiple mobile devices in order to communicate effectively. In many cases they were required to execute tickets and record information manually, waiting until they returned to their desk to access important data or update systems. Bell needed a sturdy, cost effective solution that efficiently provided secure, real-time access to mission critical information.

### OVERCOMING THE CHALLENGE

The search began to find an integrated mobile handheld device for our staff that would interface with our service level management system. Bell and EnterMo™ worked to create a solution that lets business needs dictate the technology versus letting the technology dictate our business needs.

This unique solution is housed in an EnterMoCase™ which is a ruggedized smartphone enclosure designed specifically for field use. Contained within a single unit, the device has the following functionality:

- Communications with backend servers and databases utilizing the BlackBerry® Curve™ 8300 Series smartphone, as the preferred device;
- Barcode scanning functionality;
- A touch screen for signature capture;
- Integration software application written by Bell Techlogix;
- A flashlight for easy viewing in warehouse settings;
- Power management software providing full shift capabilities;
- The ability to accept additional add-on modules.

Data is captured by the EnterMoCase™ and transferred to the BlackBerry® via an encrypted Bluetooth® link. Delivery of the data to an application is then protected by Triple Data Encryption Standard (Triple DES) or the Advanced Encryption Standards (AES) of the BlackBerry® Enterprise Server, hosted by Bell. Customized integration software written by Bell Techlogix allows for the proper transfer of data to the appropriate application, as well as powering the integration of the devices.

This solution has reduced the costs of service delivery, made workers more productive, provided better levels of service and increased employee and end-user satisfaction. Now workers have the ability to access information anytime, anywhere...and all from a single device.

### BENEFITS: SAVINGS, PRODUCTIVITY, PERFORMANCE...

**A single device with integrated capabilities provides our workers:**

- Enhanced decision making through the access of real-time data;
- Secure receipt and transfer of data through end-to-end AES or DES;
- Reliability in a field environment with an enclosure that is ruggedized for protection of the integrated device;
- Increased technician utilization by allowing them immediate system update capabilities from anywhere on the enterprise campus;
- Reduced TCO through the better management of IT assets;
- Cost Savings through productivity enhancements and a solution at a price point that is 60% of competitive offerings.

For more information on all of Bell's Mobility Solutions, contact: Deric Resler, Director of Mobility Solutions, 317-227-6795, [dresler@belltechlogix.com](mailto:dresler@belltechlogix.com)

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