

BlackBerry Case Study - Manufacturing



Mobile Document Access for BlackBerry Smartphones Easy to Deploy and Beneficial to End-Users

Kennametal

Kennametal® is a leading global supplier of tooling, engineering components and advanced materials used in production processes.

Success On BlackBerry

Industry: Manufacturing

Region: Americas

Company Size: Large Enterprise – 14,000 employees

Email Environment: IBM® Lotus® Domino

BlackBerry Alliance Member: RepliGo® Server for BlackBerry Enterprise Server by Cerience Corporation

Challenge

Kennametal's field staff and sales personnel constantly need to exchange detailed documents to serve the needs of their diverse customer base. They realized they needed mobile to access company documents, such as engineering drawings, sales forms and job quotes, while on-the-go.

Solution

Kennametal deployed RepliGo Server for BlackBerry® Enterprise Server on more than 400 BlackBerry® smartphones. The application is designed to enhance attachment access and viewing and give mobile employees the ability to view, search and email important documents from shared network drives.

Kennametal's Results

- Extends value of investment in BlackBerry solution
- Fits easily with IT infrastructure
- Helps end-users work more effectively
- Reduces paper

The Situation: How to Mobilize Document Access on BlackBerry Smartphones

Kennametal's tool and die services are used by companies that produce everything from airframes to medical implants, turbochargers and motorcycle parts. This means Kennametal's technical department and sales representatives need to constantly exchange detailed documents to serve the needs of their diverse customer base.

Kennametal had already deployed BlackBerry smartphones for email, personal information management and attachment viewing. The BlackBerry solution was well liked by end-users and the IT team. "The BlackBerry solution was the only one that gave us what we needed for security and functionality," says Ryan Katora, Analyst II, BlackBerry Administrator. "It ties in extremely well with our back-end systems."

But the company also wanted mobile access to documents on their network drives. Not only did they need to search and download company documents from shared network drives, but they also wanted to see desktop quality graphics on the mobile devices.

Kennametal looked to Cerience Corporation because they provide an application that's designed to mobilize document access on BlackBerry smartphones.

Graphics and Documents on a BlackBerry Smartphone

Kennametal deployed RepliGo Server for BlackBerry Enterprise Server. The solution is built to allow remote document access from shared network drives.

The application uses a wireless format that delivers file formats such as Adobe® PDF, Microsoft® Word, PowerPoint®, WordPerfect®, .RTF, CSV, and zip archives to BlackBerry smartphones.

The solution has been created to help retain qualities of the document, including the font colors, graphics and layouts in a way that's designed to be similar to a desktop view. See Figure 1-3.

"Before our users had to carry around a lot of paper, but now they can use their BlackBerry smartphones to look up a digital version of what they need, and can email these documents to our customers," says Katora.



Figure 1
Screen shot of 2 page PDF view
using RepliGo Server



Sample of 1 page pdf view using
RepliGo Server

How It Works.

Application Type: Remote Document Access and Printing

Application: RepliGo Server for BlackBerry Enterprise Server by Cerience Corporation

- RepliGo Server provides searching and direct access of documents from shared network drives, Microsoft® SharePoint®, Microsoft Exchange® and WebDAV servers.
- Users can access to their documents whether the files reside on the company network or are stored locally on their BlackBerry device.
- The solution is built to display documents and email attachments in their desktop quality, including the original fonts, graphics, and the layout of the document
- Users can download documents to a Media Card from email or other repositories in one of three options: in the original file format, in PDF format, or in RepliGo format.
- The solution includes functionality for users to send files from the network drive, to contacts via email, directly from the BlackBerry smartphone

A Solution that Can Grow with the Company

The Kennametal IT department retains the control it requires for allowing access to the company's private information. Since Kennametal manages the solution behind their firewall, it can enable access to systems, such as SAP.

"It's really helpful that our sales people can look at inventory documents and sales quotations directly from the SAP system on their BlackBerry smartphones," says Katora. "The solution is very easy for them to use. They can even zoom into specific areas of the documents they need to see."

Having this IT control, and the fact that the solution meets the needs of the users, is an important part of the growth strategy. In the next phases of the implementation, Kennametal plans to explore two other aspects of the RepliGo Server for BlackBerry Enterprise Server – the ability to fax and print documents.

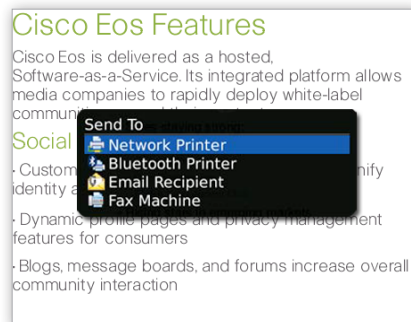


Figure 2
Sample of "Send To" feature to send or print files from network drives via the BlackBerry smartphone

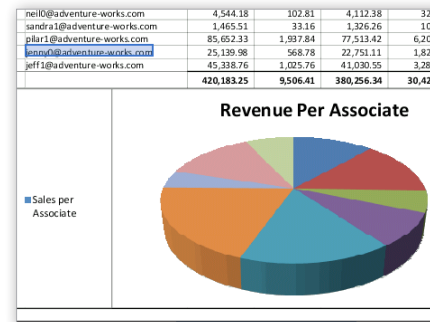


Figure 3
Screen shot of Excel spreadsheet view using RepliGo Server on a BlackBerry smartphone

Summary of Kennametal's Results

- Extends value of investment in BlackBerry solution
- Fits easily with IT infrastructure
- Helps end-users work more effectively
- Reduces paper

"Our users like that they can use their BlackBerry smartphones and no longer have to carry around binders full of paper to do their jobs."

~ Ryan Katora, Analyst II, BlackBerry Administrator

"Mobile document access adds value to the BlackBerry solution we're already using. It gives us extra value from technology we've already invested in."

~ Ryan Katora, Analyst II, BlackBerry Administrator

For additional BlackBerry customer success stories, visit www.blackberry.com/go/success

 **BlackBerry**

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