

*Mobile Computing
Installations*

Adelaide Car Imports

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*because IT today is a
whole new animal....*

Summary

Adelaide Car Imports specialise in exporting luxury and classic cars from the UK to Australia. BlackRabbit were asked to provide the installation of the Nokia Communicators into the customer's vehicles and the configuration of all handsets to allow effective communication of email etc via the customer's office.

Business Requirement

As more emphasis is placed on customer service by a more demanding customer base, the field sales force has to have all the customer information at their fingertips. This has to be provided in real time and in a way that is secure and easy to use. The customer decided that a mix of the Nokia 9210i Communicator and Sony Ericsson P800 mobile PDA suited their requirement as e-mail, fax and voice calls were all used on a daily basis.

Solution

Adelaide Car Imports called on BlackRabbit to source, configure and install the equipment safely into the sales forces vehicles.

The Nokia Communicators were hard wired into the customer's vehicles, which consisted mainly of 'S' Class Mercedes cars, via a cradle that allowed the handset to operate with hands free speech.

The handsets were configured to synchronise email via the office servers, an internet connection and fax capabilities were also added.

Benefits

The ability to access the Internet and to receive their email whilst away from the office has made all the information required, immediately available to all field staff when and where they need it.

The handsets were installed out of hours or at a time when the vehicles were not being used reducing downtime.

In summary, the customer now has a mobile sales force that can access all critical information, communicate effectively with their customers and conform to current legislation concerning mobile phone hands free speech.