

SUCCESS STORY

SAIWA, DANONE GROUP

Saiwa, part of Danone Group has deployed Smartner Duality as the mobile email solution for their top management. The cost efficient solution has been installed on their Nokia 6600 phones and has proven to save time since it is faster and easier to use than previous alternatives. Based on Push technology, Smartner Duality delivers all the benefits of real-time enterprise messaging with a very comfortable user experience and end-to-end security.

“The start-up costs are minimal and the traffic generated by using the solution is well compensated by the absence of the dial-up connections and SMS costs.”
Roberto Orselli, IT Manager at Saiwa, Danone Group.

Smartner Duality – A Mobile Office Solution Designed for Progress

OVERVIEW

Danone Group is the world’s number one provider of fresh dairy foods and bottled water and the second largest provider of cereal biscuits and snacks. Saiwa is part of Danone and operates in Italy employing 700 people.

SITUATION

Where would corporate productivity be right now if we wouldn’t have anticipated the business value of Internet, email and mobile phones? These technologies have brought substantial value into corporate life over the years. It is IT manager’s job, on the other hand, to make the right investment that would really bring value to the organization. “As part of my work, I should be able to anticipate the needs and find the most cost efficient and viable solution to answer them,” says Roberto Orselli, IT Manager at Saiwa. “When an IT need becomes a wide-spread problem, it is already too late to start looking at a solution then. Technology is meant to run smoothly in the background facilitating every day business life, not interfering with it. The need for a mobile email solution in our company was a progress need. Business itself is becoming more and more mobile. Many of our top managers are travelling continuously and they need to be connected. We wanted to find a solution that would ease the burden of dialling up and carrying the laptop everywhere.”

SOLUTION

For its top management team, Saiwa chose Smartner Duality, a push-based mobile email solution. The solution was deployed with the help of Smartner’s Italian reseller and service partner, BSC Consulting. “The installation process was fast and easy,” says Roberto. “The most impressive element was the fact that the system is transparent for the infrastructure. We had no need to change corporate systems, networks and firewalls. All we needed was a Lotus Notes workstation - that was all.” Smartner Duality is used by Saiwa’s top management to access Lotus Notes email from their Nokia 6600 phones. The solution instantly mirrors the desktop and delivers all the benefits of real-time enterprise messaging with a very comfortable user experience and end-to-end security. “We went through a 20-day trial with the Nokia 6600 devices and Smartner Duality to observe whether it was the best choice,” comments Roberto. “All the feedback has been very positive. Our top management now have email enabled into their new phones and are satisfied with the solution,” he adds.

Smartner Duality is also a very cost efficient solution. “The start-up costs are minimal and the traffic generated by using the solution is well compensated by the absence of the dial-up connections and SMS costs,” says Roberto. We are planning to double the number of users within Saiwa in short term. Also, other parts of Danone Group are testing the solution right now which can lead to a much broader deployment of the solution in the longer run,” he concludes.

BUSINESS BENEFITS

- Maximizes the effectiveness of mobile workers by giving them access to the latest information at all times, wherever they are.
- Accelerates response to customers and changing business conditions.
- Ease of use saves users time – helping them stay focused on the job, not the technology.
- Saves IT resources by minimizing the need for training utilizing familiar user interface and functions.

COST MANAGEMENT BENEFITS

- Very low total cost of ownership.
- Fast, easy enterprise deployment - typically two hours.
- Reduced travel costs to serve customers.
- Enhanced security for business data.
- No downtime with remote management of mobile devices.
- No need to change corporate systems, networks and firewalls.
- Future-proof. Add applications as needed.

SMARTNER DUALITY REFERENCE CUSTOMERS

Enterprise Customers

Saiwa, Danone Group
CIBC
Warner Bros
Schering
MCI
Brook Street
Balfour Beatty
Imagistics
BMG
Toyota Europe
Moorfields Eye Hospital (NHS)

Licensee Customers

O2
Radiolinja
Fujitsu
Manx Telecom
Sony Ericsson
Starhub
Swisscom Mobile
Vodafone Italy
Vodafone Ireland
Telefonica
DNA Finland, among others

ABOUT SMARTNER

Smartner delivers solutions that mobilise your desktop. A European market leader, Smartner offers an open standards solution for always-on mobile email to large, middle size and small enterprises as well as individual users. Over 50 000 customers in several hundred enterprises now rely on Smartner's mobile solutions to increase their productivity and customer responsiveness. Our goal is to further expand the range and possibility of mobile communications across the globe with intelligent and user-friendly solutions. Smartner is partnered with world class companies including IBM, Microsoft, Sony Ericsson, Symbian, Nokia, Sun Microsystems, Palm Source and Oracle.

Additional information
info@smartner.com
www.smartner.com

Contact Sales
sales@smartner.com

Request a trial of the software
<http://www.smartner.com/get/trial.html>

Regional Representatives:

Nordics

Finland: +358 (0) 464 2525 200
Sweden: +46 (0) 70 532 82 01

Central Europe

France : +33(0) 1 41 22 13 94
Germany : +49 (0) 871 276 6647

Asia-Pacific

+65 654 97 421

Northern Europe and UK

+44 (0) 1223 353535

Southern Europe

+34 (0) 91 523 99 09

Americas

americas@smartner.com