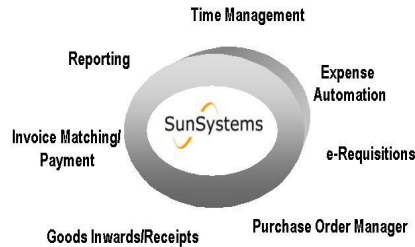


## Case Study

### ncSOFT

Sector: IT



### The scenario

When John Phythian, Business Development Director of Software Developer and Systems Integrator, ncSOFT, attended the Source o2 Developer's conference in London in October 2002 he was expecting to understand how working with a Mobile Operator could help him develop and deliver innovative solutions for his customers businesses. What he didn't expect was that he would see demonstrated a mobile data solution that would, within days, change the efficiency of his own organisation for the better.

Established in 1991, ncSOFT Ltd (previously Spanlink) is a UK company based in the City of London. The company are the authors of ncWORKS, a suite of web based business applications covering procurement, expense automation and time management. The company also provides a full range of professional consulting services that complements its own products, as well as offering implementation of third party financial systems.

Over the last 15 years ncSOFT have built up an enviable list of clients including HR Wallingford, Price Waterhouse Coopers, Kajima Corporation, OFSTED, SchlumbergerSema and The London Clearing House.

These clients expect a high level of service and responsiveness from the ncSOFT team and with a relatively small, but highly mobile workforce, managing email communications in a timely manner while out on the road had become a real headache.

"I'd configured all manner of ways of redirecting my mail to my PDA", comments John. "But the hoops I'd had to go through to get even basic access to my messages meant that the service was unreliable, lacked functionality and was difficult to use. There was no way we could even think of rolling out such a service out to our customer base".

John saw the Smartner Duality solution demonstrated at the Developer's conference and was immediately impressed. "We were convinced that this technology would provide significant benefits to our customers in professional services, construction and engineering sectors, many of whom are have increasingly growing mobile workforces – but we decided that we wanted to prove the benefits for ourselves first" he commented.

## Case Study

### The solution

NcSOFT have equipped both their sales and applications consultant teams with XDA devices installed with Duality software.

Duality delivers "push" based access, in real-time to both corporate email and calendar, ensuring that mobile executives are in touch and in sync with the office and office based systems at all times.

Employees can potentially reclaim up to 5 hours of productive time per week, according to research by Ipsos Reid (June 2000) and that's certainly a figure with which John would concur. "Duality has made an immediate impact on our business" says John. "Our sales and applications consultants can pick up and respond to emails when it is convenient to them and it's much less intrusive than phone calls".

NcSOFT were so impressed with Duality Always-on Mail® and the value that it is able to bring to it's users, that they have recently took the step to become an accredited channel partner of Smartner.

"We are now incorporating sales of Duality products into our own solutions sales" says John. "We specialise in providing automated and web-based solutions for purchase requisitions, procurement, travel & expense automation and time management. Traditionally in many organisations these are paper-based processes, time consuming, costly to administer and, as a result, slow which

basically is not appropriate in today's environment.

Using the Duality application and ncSOFT's products, ncSOFT customers can now receive real time alerts and status checks on purchasing and expense providing real time control and visibility over the business.

**For more information please visit:**

**[www.spanlink.co.uk](http://www.spanlink.co.uk)**

**[www.smartner.com](http://www.smartner.com)**

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