

Transforming customer service via Nokia 9210 Communicators



Celesta Smart Forms 2 is a rapid application development and runtime framework for mBusiness applications on mobile terminals. With the Celesta mBusiness solution on Nokia 9210 Communicators, service engineers, sales representatives, inspectors, drivers, couriers, home nurses and other mobile professionals can access and exchange key information while on the move, thus improving responsiveness and efficiency dramatically.



The key players

Getronics is one of the world's leading providers of vendor-independent solutions and services to professional users of information and communication technology (ICT). The company helps many of the world's largest organizations to maximize the value of their technology investments through consulting, integrating, implementing and managing infrastructure and e-Business solutions.

Getronics has developed a planning and engineering solution for their own usage. This solution, built on Nokia and Celesta technology, is a good example of how Getronics helps customers improve their efficiency. Celesta mBusiness Oy is one

of the leading developers of mBusiness software for communicators, smartphones, hand-held devices and the gateways to back office systems. Greatly shortening the development times of customized mBusiness solutions by optimized use of the latest wireless technologies makes Celesta one of the key trailblazers in its field.

The smart choice

In order to become one of the largest ICT companies in the world, Getronics is continuously looking for improvement and believes in plain talk and practical solutions. They started the mobilization process with the Celesta solutions on Nokia 9110 Communicators. Now, Celesta Smart Forms 2, running on the

new Nokia 9210 Communicators, has proven to be a valuable and user-friendly tool for increasing productivity and improving customer service even further. By practising their beliefs and through many customer projects, Getronics has gathered extensive hands-on experience in implementing mobile systems. This has enabled them to advise numerous customers throughout the world on mobile business planning and implementation.

Reliable global data communications

Getronics is rolling out the Celesta mBusiness solution for over 2500 field service engineers to retrieve and process work orders and to communicate wirelessly to the enterprise information

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systems over GSM data calls. The application is in daily use in the Netherlands, Belgium, Germany, Switzerland, the United Kingdom, France, Italy, Spain, Australia and the Philippines.

In the Netherlands, Getronics dispatches over 500 work orders a day using the Getronics Remote Engineer system (GRE). GRE uses Celesta Smart Forms 2 on Nokia 9210 Communicators to communicate between the service engineers in the field and the service coordinators in the operation center. The Celesta mBusiness solution on Nokia 9210 Communicators enables Getronics to run mission-critical operations in daily customer service faster and with fewer errors.

Nokia 9210 Communicators are proving time and time again that they are indispensable business tools for organizations of all sizes and in all sectors with employees on the move.

Such versatility makes the Nokia 9210 Communicator the ideal working device for the Celesta mBusiness solutions.

An efficient way of working

Service engineers can retrieve work orders at any time of the day. They can, for example, have tomorrow's work orders and all the related customer information ready and waiting on their Nokia 9210 Communicators during the previous night. Once the work orders have been retrieved, the engineers can adjust their routes accordingly in order to serve their customers even more efficiently. They also have a clear overview of which work orders are in progress.

The right parts for the right job

The GRE system and Celesta Smart Forms 2 manage all the aspects of work orders. The solution can even contain a list of the spare parts the engineers have in their vehicles. If the engineers do not have the right parts, they can send a follow-up work order to the service coordinator. The service coordinator can then immediately order

the required parts. The service engineers, in turn, are able to check which parts have been sent to them and for which work orders. Thanks to prompt reports and efficient communication, the service coordinators can ensure that the engineers have the right parts with them every day.

Improved security and controlled costs

Before Celesta Smart Forms 2 and Nokia 9210 Communicators, service engineers used to call the operation centers on the way to the next customer to check their work orders. Today, they can browse their work orders flexibly on their Nokia 9210 Communicators and fill in the reports off-line. The engineers are on-line only when receiving a work order or sending a report. All this adds up to better security and controlled airtime costs.

Mobile tools for all situations

Celesta offers a revolutionary mobile business solution (mBusiness) platform, which enables extremely rapid development and wireless deployment, as well as very cost-effective operations of customized and intelligent mBusiness applications for wireless devices, among other Nokia 9200 Communicator series.

With Celesta mBusiness solutions, the return on investment can be truly optimized.

Celesta Smart Forms 2 is a revolutionary application framework ("mBusiness software engine") for running mBusiness applications defined with the Celesta mBusiness Markup Language (mBML) on any of the supported mobile platforms. The easy-to-use and intuitive user interface guarantees maximized productivity and minimized errors. The data communications costs can be accurately estimated and controlled. Mobile professionals can do their jobs efficiently without being online all the time – only during data transfer and synchronization.

Celesta mBusiness Gateway is the server side application framework for Celesta mBusiness applications. It offers all the required remote management tools. Applications can be distributed and installed over the air without any user intervention.

Celesta mBuilder revolutionizes the creation of mobile applications by drastically minimizing the development time. No programming skills are required to create fully-featured mBusiness applications in just hours!



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