

# CONSTRUCTION CONSORTIUM EMPOWERS REMOTE WORKERS WITH BLACKBERRY 10

## Industry

- Real Estate / Construction

## Region

- EMEA

## Company Size

- Large

## Solution

- BlackBerry® Enterprise Service 10 (BES10)
- BlackBerry® Balance™ technology
- BlackBerry® 10 smartphones

Tyne Tunnels 2 Limited (TT2) is a UK-based company, established in 2007 by Bouygues Travaux Publics (Bouygues TP), HSBC Infrastructure Fund Management Limited and Bank of Scotland Corporate to build the New Tyne Crossing project. The £260M project includes the development of a second vehicle tunnel under the River Tyne and major refurbishment of the original vehicle tunnel built in 1967. TT2 led the design, build and operation of the new vehicle tunnel, along with the majority of its financing.

### The Challenge

In the construction industry, profits live and die by the project timeline, so maintaining the schedule is imperative for a company's bottom line. "TT2 is a company that delivers on its promises. We take on big infrastructure projects often involving multiple sub-contractors and teams who have to collaborate to get the job done," said Hanson Pottinger, Technical Manager at Tyne Tunnels 2 Limited. "24/7 communication with our own employees as well as our partners is critical for us to be able to deliver on our timelines and stay on budget."

Too much downtime during construction was inefficient and costly to TT2, so senior management needed to be reachable even when they are not on-site. "Our senior managers regularly travel for appointments and work outside of the office," explained Pottinger. "We needed a secure solution that would provide the CEO, board members and other members of the upper management team with constant communication and contact. They also needed to be able to view important documents and spreadsheets in order to keep close tabs on activities and expenditures while on the move, without compromising our intellectual property."

### The Solution

As an existing BlackBerry customer with a BlackBerry® Enterprise Server (BES) already in place, TT2 was keen to maximize its investment and maintain its IT infrastructure by upgrading to BlackBerry Enterprise Service 10 (BES10).

With many of the management staff already familiar with BlackBerry smartphones, TT2 also deployed BlackBerry® Z10 devices. "The BlackBerry Z10 is loaded with features that help us do our job efficiently," said Pottinger. "BlackBerry Hub puts all of our messages and notifications where they can be viewed in a single place, which helps our staff better coordinate their daily schedule. Timing is important when you're dealing with the logistics of construction, so if a delivery is running late, we'll immediately know to reprioritize the day's tasks so we don't lose time."

Using BlackBerry Balance to access business applications, like Documents To Go™, saved employees time and enabled them to view important documents while on a site. "From our BlackBerry Z10 devices we can make scheduling changes, send secure emails, approve invoices and access our server," noted Pottinger.



**"With BES10 we have comprehensive security and app management through a single management console. The user interface is easy to navigate and the learning curve for users has also been very minimal."**

**Hanson Pottinger**  
Technical Manager  
Tyne Tunnels 2 Limited



The upgrade to BES10 was quick and simple for TT2. “Migrating from BES to BES10 was very straightforward and didn’t take much time,” said Pottinger. “With BES10 we have comprehensive security and app management through a single management console. The user interface is easy to navigate and the learning curve for users has also been very minimal.”

### TT2’s Benefits

TT2 employees using BlackBerry Z10 smartphones are now less reliant on their laptops. “Our CEO loves using Documents To Go on her BlackBerry so that she can be more responsive to requests and stay informed,” noted Pottinger. “She can read financial spreadsheets, written reports and presentations on her phone prior to sharing with board members. Her ability to review, approve and pass on important documents while on the go is critical to our business. If senior decision-makers were out of reach, it could mean delays in project delivery.”

BlackBerry Balance on the BlackBerry Z10 devices has enabled users to capture personal emails and provides the flexibility to download applications for personal safely without any restrictions.

“Having that accessibility to corporate and personal emails on one device means that you do not need to carry around two handsets, which is a personal benefit to me as well as the other users,” continued Pottinger. “Overall I find the administration much easier to manage on the BES10 platform and it’s great to have that level of control while the users have so much more freedom.”

BlackBerry Balance helped TT2 address corporate security concerns without limiting the staff’s personal use of the devices. The separation of work and personal data helped TT2 staff avoid confidentiality issues such as accidentally copying work data into a personal app.

“While we are still very much in the early days of our transition to BlackBerry 10, it has already made it easier for us to work outside of the office without a complex IT infrastructure in the background. It has had a big impact on user experience, which has definitely been the biggest benefit. We are getting great user feedback,” said Pottinger.

### Key Benefits

- Improved employee communications
- Increased productivity
- Simplified device management

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