

DOCUMENT MANAGEMENT AND SERVICES PROVIDER SEES BLACKBERRY 10 AS SPRINGBOARD FOR THE FUTURE

Has Field Service App Ready to Migrate to BlackBerry 10 Devices

Industry

- Manufacturing/Technology/Services

Region

- North America

Company Size

- Large Enterprise

Solution

- BlackBerry® 10 smartphones
- BlackBerry® Enterprise Service 10
- BlackBerry® Balance™ Technology
- Custom Application -- Field Service Automation

Ricoh Canada Inc. is a subsidiary of Ricoh Americas Corporation. The services-led company employs more than 2,100 employees nationwide and operates from a head office in, Mississauga, Ontario. Ricoh specializes in office imaging equipment, production print solutions, document management systems and IT services. The Ricoh Canada IT department supports 45 locations across Canada, provides infrastructure support for mobility, hardware and software, and manages over 1,000 BlackBerry® smartphones.

Ricoh Canada's Director of Infrastructure and Operations, Andy Ambrozic, recently spoke about his enthusiasm for BlackBerry 10, his findings after testing the features of BlackBerry Enterprise Service 10, and future plans to port a recently developed field service application to the new BlackBerry 10 platform.

You're apparently a big fan of all-touch devices. How you think the BlackBerry 10 touch screen and other features stack up?

Ambrozic: I loved the touch screen on the BlackBerry 10 device. It's fluid to use and the predictive typing is really good. After a while you feel like it's adapting to you and thinking for you. The device has a totally different look and feel, with some excellent advances. The size is just right as well. The larger screen is easier to use for viewing different kinds of media.

The BlackBerry® Hub experience is also very good. I call it "sneak peeks" because if you're in one screen, say you're watching a video, you can swipe slowly and get a quick look at new messages or social media updates on the BlackBerry Hub screen. It's a true multi-tasking experience.

How do you think BlackBerry Enterprise Service 10 supports both user and corporate needs?

Ambrozic: The BlackBerry Balance technology that's a part of BlackBerry Enterprise Service 10 has the potential to be huge. Full work and personal separation on BlackBerry smartphones will make it easier for our users, but also much easier for IT administrators.

We're also in the midst of finalizing a BYOD policy. A big issue for our users and our organization is we want to be sure personal data is kept separate from work information. Data integrity has always been paramount for Ricoh IT, so the ability to achieve that is a tremendous plus for the BlackBerry Enterprise Service 10 platform. BlackBerry Balance enables that separation so seamlessly.



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Andy Ambrozic
Director of Infrastructure and Operations
Ricoh Canada Inc

How much has using BlackBerry solutions benefitted Ricoh Canada so far and where are you planning to go with your deployment now that you have BlackBerry 10?

Ambrozic: There are a lot of benefits that come to mind as I look back over the past 10+ years of using BlackBerry solutions. There's peace of mind with the security. The devices have always had a high degree of ruggedness and reliability. But mostly I look at how far we've evolved from paging devices to email to app driven devices. In recent times,

BlackBerry smartphones have pointed to the need to develop apps that help extend our internal processes out to the field.

We've just developed our own Field Service Automation app on existing BlackBerry smartphones. We've tried it on BlackBerry 10 devices and it worked really well. We definitely plan to deploy our app on the new devices. The app gives our field technicians the ability to manage the entire service call from their devices – from dispatch information to GPS navigation, inventory, time spent on a job and so on. All the job information is then sent back to our ERP system so we have an up-to-date record of the entire service call.

How inspired are you to develop apps for BlackBerry 10 devices?

Ambrozic: BlackBerry 10 opens up all sorts of possibilities. If you look at the design, the speed, web and browser evolution, the engine and the application development language, I think it's going to be a lot easier to build and port apps with BlackBerry 10. We're now looking at developing a number of apps for our mobile users. For example, we may add a barcode reader to our Field Service Automation app on BlackBerry 10 devices so our technicians can read part numbers without having to input them by hand.

Quick Facts

1. Impressed with BlackBerry 10 all-touch screen and ease of predictive typing
2. Expects BlackBerry Enterprise Service 10 will help balance corporate and individual needs on one device
3. Considers management features key to "bring your own device" (BYOD) strategy
4. Plans to migrate newly developed field service app to BlackBerry 10 devices
5. Intends to create new BlackBerry 10 apps

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