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# Mobile

## Case Study – Bürkert Contromatic

Mobile data solution to internal restructure



Bürkert Contromatic Limited in Gloucestershire is part of the Global Company, Bürkert Fluid Control Systems. With offices in 39 countries and over 2000 employees worldwide, Bürkert products and systems can be used wherever fluid media and gases need to be measured, controlled and regulated from individual valves, sensors or controls up to complete automation solutions and fluid systems.

When the time came to review their mobile fleet, Bürkert turned to Total, as their existing landline provider. Bürkert had one particular challenge for Total to overcome by way of their Sales Managers. Andy Reid, IT Manager at Bürkert explains: **'Following an internal restructure, geographical areas had changed and staff needed help managing appointments whilst finding their way around new and unfamiliar territories.'**

Bürkert wanted to move to a device that would allow users to access and synchronise their diaries and contacts at the same time whilst being out and about. Although mobile email access wasn't an immediate priority, another desire was for a future proof device that would allow remote access via a Virtual Private Network (VPN) in due course. Alongside this, the geographical issue meant they were also looking at stand alone satellite navigation units in addition to their mobile handsets.

During their initial meeting, when all requirements were thoroughly discussed, Total

suggested the use of GPS Xda devices, complete with CoPilot satellite navigation software pre-loaded. Step-by-step address entry, clear map views and navigation based services, such as real-time traffic reports, meant Bürkert's requirements could in fact be fulfilled in just one device.

The solution has been a great success with all users finding the voice and data functionality, and navigation software a real asset. According to Andy: **'The Xda devices have been extremely well received and are superior in so many ways to our original mobiles. The Sales Managers particularly save time and are able to work much more efficiently by having access not only to their diaries and contacts, but also to the European price list, an essential resource. This is available as an Excel document and the Windows Mobile functionality and large screen allows easy access to this important resource.** In addition, our Bluetooth car kits are also far more user friendly than our previous fully fitted ones.'

Another benefit has been improved billing, which facilitates cost control and administration. By using Total's bespoke online billing platform 'YourView', Andy is able to set up and pre-assign costs centres for all users. **'Previously, our finance department would receive a pile of individual bills which would all need to be opened and then passed on to me for approval. This took a considerable amount of time, which was far from efficient. There are certain aspects of our telecoms which I need to monitor closely and I am able to interrogate our call data in a vast number of ways and run allied reports all from one portal now. I then simply download a PDF of the bill itself for sign off.'**

Important notifications are currently disseminated by text message, so at this stage, email access is desirable, but not mission critical. However, looking further ahead, Bürkert can easily implement VPN access with their existing XDA solution, suiting both their current and future needs.

