

TNT Customer Case Study

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The Estate

- Currently over 10,000 devices
- End of 2009 approx 20,000 devices
- Planned expansion up to approx 40,000 devices

The Challenges

- Globally distributed devices
- Multiple time zones
- Varying network capacities
- Different operational restrictions

Previous solution

- Geared toward executive PDA type devices
- Only allowed for placing files onto the device
- No push capability

List of minimum requirements

- Feature rich client
- Flexible scheduling
- Push and pull to/from the device
- Device vendor/model agnostic
- Geared up for WiFi

List of “nice to haves”

- Support tools like remote control
- Ability to lock down the device

The shortlist

- iAnywhere
- B2M
- MSP
- Wavelink

Why Wavelink?

- Designed for the type of devices we're using
- Mature organisation
- Close ties to manufactures
- Had everything we wanted



“With great power, comes great responsibility” – Stan Lee

Support

- US based, running on UK time
- Remote control via the internet
- Web portal for monitoring calls
- Happy to work on real data

The current infrastructure

- Managing more than 7000 devices
- Deploying to over 50 Countries
- Over 350 locations (about 400 sites)
- 35 Active Software Profiles (about 100 Packages)

The future

- More devices
- Move to a more distributed server model
- Introduce primary/secondary servers

Questions

Thank You!!!

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