

Managing Nokia 9210 Communicators remotely



IBM has teamed up with Novo and Nokia to develop a service called Smart Terminal Management (STM) for the remote management of the Nokia 9210 Communicator. This embraces the definition and grouping of users, distribution of applications and files and the management of settings and properties. The service has been tested in ABB's units in Finland.

The key players

Tivoli Software by IBM provides the industry's leading open, highly scalable and cross-platform management solutions that span networks, systems, applications and business-to-business-commerce. The company specializes in area system management software.

Novo is one of Finland's largest service companies in the information technology sector. It provides IT consulting, software and operating services as well as infra solutions and is an expert in mobile and GIS-based Internet solutions.

ABB is a global leader in power and automation technologies that enable utility and industry customers to improve their performance while lowering their environmental impact.

The need for centralized management

The Nokia 9210 Communicator today is a vital and versatile business tool for every size and type of organisation. To ensure its ongoing effectiveness with employees on the move, managing processes such as version control, asset management, backup control and configuration management are essential. This is particularly relevant to service, transportation and sales

where there is a vast amount of critical data which requires secure availability around the clock.

Until now, the management of smart terminals has been laborious, expensive and time-consuming. The Smart Terminal Management system developed by Novo and based on Tivoli Software enables organisations to manage their employees' Nokia 9210 Communicators as part of their business solution efficiently and effectively.

Benefits for all concerned

The Smart Terminal Management system offers wide-ranging benefits



on the corporate level and for IT departments. Data and applications can be protected at the Nokia 9210 Communicator end. The system provides simple and reliable management on both system and application levels and offers the possibility to use Nokia 9210 Communicators as a solid part of the company's infrastructure.

The Smart Terminal Management system protects valuable data and applications from damage and loss while relieving workers from time-consuming configurations, data restore and software updates. It provides a secure repository for personal private/business data, contact information and device configurations. And it allows easy access to ASP/corporate/operator services.

Tried and tested

The Smart Terminal Management system was piloted successfully with ABB Finland in June 2001.

The actual distribution was tested by delivering separately structured distribution packages using the Smart Terminal Management system to Nokia 9210 Communicators, both for groups and individuals. The distribution packages included Word Processing files, XML-based Internet connection settings and two different pieces of software, Citrix and Celesta.

"ABB has approximately 3,000 mobile employees in Finland. Managing them and utilizing all of the necessary information in the field work as well as reporting poses a considerable challenge. We will be utilizing mobile equipment especially in field service and project work. As the number of mobile applications is growing, the

significance of management systems and tools is emphasized," says ABB's eMobile Manager Pekka Eira.

The pilot proved that The Smart Terminal Management system can be used to manage Nokia 9210 Communicators remotely while minimizing the need for local support. By using this centralized management as an ASP service, for example, a company can concentrate on its core skills. Nokia 9210 Communicators can therefore be introduced and maintained without the need for in-house support and management.

Every remote possibility

The Nokia 9210 Communicator offers a range of mobile applications to enable users to stay constantly in touch with colleagues, suppliers and customers and therefore makes it possible to boost productivity, performance and profitability.

Any business with field sales operations can benefit from the corporate applications for the Nokia 9210 Communicator. Sales personnel can draw up and submit orders while on the move. They can verify product availability and order status, do credit checks and send or receive voice and data communication on new or pending sales leads.

On-site reports can be submitted while in the field. And with the Nokia

9210 Communicator's wireless imaging capabilities, photos can be transferred digitally through the network as report attachments. Cumbersome paperwork, photo processing and follow-up are instantly transformed into a single efficient procedure.

The Nokia 9210 Communicator can communicate directly with company databases, on-line ordering systems and supply chain systems, allowing products to be configured, confirmed and quoted on the spot.

Store or area managers can create and send inventory reports directly from the retail outlets. Daily or weekly sales figures can be sent to central databases as well, with reports being automatically generated and distributed by e-mail or fax.

In logistics, The Nokia 9210 Communicator streamlines the management of truck fleets, air cargo, harbour and warehouse operations. Dispatchers can communicate directly by e-mail, fax or voice with drivers on the road. Warehouse personnel can update the location and status of shipments in central databases - whether the server is located across town or half a world away.

The Smart Terminal Management system therefore plays a crucial role in enabling people, wherever their business and wherever they may be, to explore all these remote possibilities.



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