

Carbueros Metálicos

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SUCCESS STORY

Carbueros deploys Novell® ZENworks® for Handhelds to dramatically reduce administrative costs and improve the productivity of its mobile workforce.

OVERVIEW

Carbueros Metálicos is the leading industrial and medical gases company in Spain, with a third of the \$500-600 million market. Air Products and Chemicals of Allentown, Pennsylvania, has a 15 percent interest in the company, providing technology, commercial and management skills. Air Products is the world's only combined gases and chemicals company with annual revenues of \$5.7 billion and operations in 30 countries.

CHALLENGE

Carbueros needed a mobile computing solution for its cylinder distribution workforce in 15 distribution centers throughout Spain. The company wanted to replace its manual, paper-intensive processes by giving its delivery staff electronic invoices and access to up-to-date production data. The aim was to eliminate manual invoices and delivery notes that require subsequent updates to the database.

The company invested in handheld devices for its mobile workforce, but devices with configuration

problems often had to be sent to the home office for updates, resulting in administrative costs and downtime of at least two days. Industry analysts estimate the annual cost of ownership for handhelds can reach approximately \$2,800—nearly ten times the cost of the device itself. Carbueros recognized the need for a remote management tool to cost-effectively manage its devices across geographically diverse locations.

SOLUTION

After conducting a thorough evaluation of handheld tools, including Sybase's iAnywhere® Mobile Manager and Aether ScoutIT®, Carbueros selected Novell ZENworks for Handhelds to automate its handheld software distribution and hardware inventory. In a few weeks, Carbueros installed ZENworks for Handhelds in its Microsoft® Windows® 2000 environment to support 170 mobile users.

"The flexibility and functionality of ZENworks for Handhelds is unbeatable," said Eva Sanchez Guerrero, mobile computing manager for Carbueros

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"With ZENworks for Handhelds, we can manage this brave new world of mobile devices. If it weren't for ZENworks for Handhelds, there wouldn't be a business case for using these devices—you just can't have more than 170 devices scattered across the country, hundreds of miles from the nearest IT staff, and pretend you can manage it."

—Eva Sanchez Guerrero,
Mobile Computing Manager,
Carbueros Metálicos

Novell.

Metálicos. "I'm in love with the way I can manage handheld devices and easily check the last time they connected to the network. The troubleshooting capabilities are fantastic."

ZENworks for Handhelds automates the task of distributing the latest applications and updates to multiple mobile users from a central point of administration. With query-based groups, IT administrators can send software to particular groups of users based on criteria such as hardware configuration, individual applications and even specific versions that require an upgrade or patch.

"We are constantly rewriting applications as our business changes," said Guerrero. "With ZENworks for Handhelds, we can remotely distribute applications to specific users and transparently deliver new data and files when they connect to the network."

ZENworks for Handhelds communicates via synchronization or IP whether wireless, dial-up or LAN connections. One of the features Carburos likes most is the robust communication protocol that utilizes checkpoint restart technology to resume transfers right where they left off after broken connections, taking advantage of the short amounts of time handheld users typically connect to the network.

Carburos uses ZENworks for Handhelds to reliably inventory its mobile devices throughout the country. Swift identification of all software

and hardware on mobile devices assists the IT staff when analyzing assets, planning for upgrades and troubleshooting problems.

With successful mobile device management, Carburos has improved the productivity of its delivery staff that no longer has to handle paper invoices. Carburos has also reduced the need for its office staff to update the database based on manual notations from the drivers, decreasing paperwork and dramatically improving overall operational efficiency.

Carburos is upgrading to ZENworks for Handhelds 5 in the near future to take advantage of new configuration management features.

RESULTS

With a centralized method for managing its handheld devices, Carburos has drastically reduced its administrative and support costs. The company has improved the productivity of its mobile users with access to electronic invoices and up-to-date production data, and has already increased its invoicing speed by 10 percent.

"With ZENworks for Handhelds, we can manage this brave new world of mobile devices," said Guerrero. "If it weren't for ZENworks for Handhelds, there wouldn't be a business case for using these devices—you just can't have more than 170 devices scattered across the country, hundreds of mile from the nearest IT staff, and pretend you can manage it."

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