



GIANT STRIDES FOR MOBILE DATA

Interchange Group, leading expert in the provision of mobile data solutions, has taken a major step forward in the use of GPRS technologies in the field service arena.

As well as launching O₂'s BlackBerry, the company has just announced that it will shortly be strengthening its product stable still further by adding the XDA smart phone to its list of mobile solutions.

Phillip Jones, managing director of Interchange Group, said: "GPRS technology means no matter where you are, you are always connected.

"For field service companies with teams of engineers on the road that opens up a whole host of advantages, the most important being the ability to communicate and exchange information instantly."

GPRS services can be seamlessly integrated into company's existing email accounts and, using 'push' technology, can send incoming email straight to an engineer's handheld device – such as a BlackBerry - ready for an immediate response.

Building on GPRS capabilities still further, Interchange's consultancy support and expertise allows it to tailor specific mobile data applications for the field service sector. In addition, because of Interchange's unique Assure risk management system, businesses can maximise their investment in mobile IT knowing that measurable results are guaranteed.

Jones added: "We can develop bespoke applications, such as daily job sheets, which can be updated at any time and delivered straight to the engineer without delay via GPRS. It gives companies much more flexibility in how they get best use out of their teams, which in turn results in higher productivity, greater cost efficiencies and gains the competitive advantage."

BlackBerry, which is the only totally integrated handheld wireless device available, integrates seamlessly with existing company email systems (Microsoft Exchange or Lotus Domino), and enables users to keep their existing email address.

And, because GPRS technology is 'always on', BlackBerry's monthly user fees are kept to a one-off charge which allows unlimited numbers of emails to be received and sent at no extra cost, unlike dial-up or SMS charges via traditional phone lines where users pay per message.

Interchange's breadth of experience in mobile data was underpinned still further earlier this year when the Group acquired Interchange Connexions (formerly B&T Connexions) and its range of specialist services, including Wide Area Networking and Mobile and Wireless Computing. The move means Interchange Group is now recognised as one of only two premier data partners for O₂.

Andrew Moore, co-founder and managing director of Interchange Connexions, added: "The advent of GPRS technologies allows field service companies to increase productivity and achieve significant improvements in their working practices.

"The challenge that many will face is understanding how to make best use of that technology and all the benefits which can be achieved, which is why the combination of experience that we can offer is so essential to successful implementation."

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