

Wolters Kluwer upgrade to Nokia E5 with Mail for Exchange

Case Study: Global consultants opt for most cost-effective mobile email solution

NOKIA
Connecting People

Wolters Kluwer UK

Company:

Wolters Kluwer UK

Primary business:

Human Resources, Health & Safety, Tax & Accountancy, Education, Healthcare, Manufacturing & Construction

Professional overview:

Worldwide operation providing proprietary information, tools and solutions designed to improve business management and practice

Number of UK employees:

850+

Flagship office:

Kingston-Upon-Thames, Surrey

Website:

www.wolterskluwer.co.uk

Customer challenge

To give busy consultants cost-effective, real-time access to email and documentation while on the move in the UK and abroad.

Products

- Mail for Exchange® for Nokia smartphones utilising Microsoft® Exchange ActiveSync®
- Nokia Eseries smartphones: Nokia E5
- Ovi Maps with free navigation worldwide for Nokia smartphones

Business results

- Increased business efficiency, employee productivity and customer satisfaction due to consultants' rapid response
- No extra investment required for servers, licences or service fees
- No additional middleware or specialised training necessary
- Built-in satellite navigation on the Nokia E5 removes the requirement to invest in additional navigation tools

"The financial outlay of adding and managing middleware for BlackBerry, plus its additional ongoing costs, combined with higher monthly costs per device...meant that we decided that Nokia was the most cost-effective solution for mobile email."

– Steve Wright, Senior Telecoms Analyst, Wolters Kluwer UK



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Mobile trial finds Mail for Exchange is better value with Nokia smartphones

The Dutch company Wolters Kluwer provides professionals with the data management and intellectual tools to do their jobs better in over 40 countries. In its UK operations, Wolters Kluwer decided its consultants could be even more productive if they had mobile email at their fingertips. The aim was to help them respond to customer queries faster, manage their numerous meetings, both locally and internationally, with increased efficiency and to keep them interacting with colleagues more productively.

According to Steve Wright, IT director at Wolters Kluwer UK, his team tested Nokia and BlackBerry smartphones for functionality and compared them on a cost-for-cost basis. The standout difference: the total cost of ownership for the Nokia solution was significantly lower than BlackBerry's.

Cutting out the middleware

"Our budget was a major factor when we compared Nokia against BlackBerry," says Mr Wright. "The financial outlay of adding and managing middleware for BlackBerry, plus its additional ongoing costs, combined with higher monthly costs per device, made it just too expensive. We decided that Nokia was the best value solution for mobile email."

The Nokia E5 was chosen for a number of other reasons as well: it integrates easily with Mail for Exchange and comes with Office Communicator pre-installed. Users have also said that they like the full qwerty keypad and the battery life of the Nokia E5, which allows for up to 25 days in standby mode.

Raising both customer and employee satisfaction levels

The solution was successfully deployed by Vodafone Global Enterprise with excellent results, according to Mr Wright. The Wolters Kluwer consultants are pleased because they're finding it so much easier to do their jobs on the move. And Wolters Kluwer clients are happy because the company is responding even more quickly to their needs.

Another time-saving application the team has taken to is the Office Communicator software that comes with their Nokia E5. The app lets them see a colleague's availability and then choose the best way to communicate – via instant messaging, email, text or voice. "Presence technology is definitely the way forward," says Mr Wright.



Nokia E5



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