

BlackBerry Customer Success



Success On BlackBerry

Industry: Manufacturing

Region: Americas

Company Size: Large Enterprise – 8,300 employees

Email Environment: IBM® Lotus® Domino®

Type of Solution: Field Service/CRM & Dispatch Operations

BlackBerry Alliance Member Solution: Mirifex Mobile Framework by Mirifex Systems

RICOH™

“Our BlackBerry solution is helping us gather and distribute information in a consistent way across all channels and across all our customers, so our service levels keep us competitive in the industry.”

~ Glen Mandernacht, VP, Service, Ricoh Americas Corporation

Company

Ricoh Americas Corporation (Ricoh) is a provider of document solutions, including digital imaging systems, fax machines, printers, scanners and data storage.

Challenge

Ricoh wanted a solution to automate service calls handled by field service technicians. They decided to create an application for the BlackBerry® solution that would improve call efficiency and give technicians more control over the tasks performed during their day.

Solution

Ricoh worked with Mirifex, their application provider, to adapt Mirifex's mobile framework so that everything from dispatching service calls to ordering parts could be handled from an application on the technician's BlackBerry® smartphone.

Ricoh's Results

- Empowered technicians
- More consistent ability to meet Service Level Agreements (SLAs)
- Fewer calls to dispatcher
- Improved business metrics

For additional BlackBerry customer success stories, visit www.blackberry.com/go/success

The BlackBerry logo, consisting of a stylized cluster of dots followed by the word "BlackBerry" in a bold, sans-serif font.

This documentation is provided "AS IS" and without condition, endorsement, guarantee, representation or warranty, or liability of any kind by Research In Motion Limited and its affiliated companies ("RIM"), all of which are expressly disclaimed to the maximum extent permitted by applicable law in your jurisdiction. This material may reference third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party web sites (collectively the "Third Party Products and Services"). RIM makes no representation, warranty or guarantee and assumes no liability whatsoever in relation to Third Party Products or Services.

© 2009 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, SureType®, SurePress™ and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. IBM, Domino, and Lotus are trademarks of International Business Machines Corporation. All other trademarks are the properties of their respective owners. MKT# 24622-001