



Transport Morneau Inc.
Case Study

Industry

Transportation

Environment

Microsoft® Exchange 2003 email platform, Windows servers, two Unix servers, BlackBerry Enterprise Server; 19 Windows servers, over 70 PCs and 255 users.

Situation

Transport Morneau is a 24/7 operation company that needed to keep its tracking software up and running to optimize efficiency.

Organization Profile

With 60 years of experience, Transport Morneau Inc. is a transport company of general commodities both in full and partial loads.

Solution

Mobile Admin is used on a daily basis to manage Windows machines. Restarting servers, using the event viewer, accessing printers and managing the BlackBerry Enterprise Server are some of the most common tasks executed by Transport Morneau team.

Results

Mobile Admin makes work for IT administrators easier and the whole operation of the company more efficient.

Overview

With their family-owned company now experiencing a third generation of Morneau management, it can be said that the enterprise, located in Quebec, Canada has come a long way. Starting out with only one truck in the 1940s, they operate over five hundred and fifty vehicles today. With 14 offices in Quebec and Ontario, Transport Morneau Inc. now operates eight points of pick-up and distribution, which is a considerable amount of growth from their original small enterprise.

Evaluating the Solution

With more than 255 users and only five system administrators, Transport Morneau has always searched for tools that make life easier and work more efficient. Their evaluation period for Mobile Admin was short because they quickly realized the advantages of using the application, even choosing to upgrade their BlackBerry smartphones so that they might use the software at its maximum capacity.

Dealing with an average of 1,500 shipments a day, Transport Morneau must rely on their tracking software and network surveillance to deliver continuous functionality. In the transport business, there is no time for delays caused by technology problems. With the ability to restart a server instantly from a handheld device if the system goes down, Mobile Admin has given them a much appreciated increased flexibility and responsiveness.

Becoming Proactive

Mobile Admin helped the staff responsible for the company's systems to change from being reactive to problems into being proactive in preventing them. With 24/7 operations they can now enjoy life outside work more without carrying a laptop or rushing back to the office to fix a problem. "Usually a problem arises when you are on your way home,

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after a long day at the office. The question is if you should rush home and use your laptop or go back to the office. Both ways, the response is very slow and the costs are significant.” says Marc J. Wheeler, IT Manager for Transport Morneau. Rather than being forced to choose between two undesirable situations, Mobile Admin presents a third and vastly better option: the possibility of fixing this sort of problem at any point in time and from anywhere.

The Benefits

Operations at Transport Morneau are more streamlined with the addition of this simple technology, resulting in greater peace of mind, faster service responses and cost savings.