



ROVE



**@courier.CO.UK**  
Case Study

## Industry

Logistics

## Environment

Mixed environment: Microsoft®  
Windows, Exchange, and Linux

## Situation

With more than 15 servers and data centers, 50 desktops, 10 BlackBerry smartphones, and 125 Windows Mobile devices, eCourier operates 24/7 and must have 100% uptime.

## Organization Profile

eCourier is the United Kingdom's premier express logistics provider. They strive to maintain the fastest growing courier fleet in the country which allows them to service an expanding range of clients including leading financial institutions, blue chip companies, public sector organizations, political parties, and individuals.

## Solution

eCourier implemented the Rove suite of applications to help them increase their productivity and decrease response times.

## Results

Rove software has helped eCourier maintain rigorous quality standards for service and reliability.

## Overview

eCourier UK is the only courier company worldwide to employ an intelligent, automated dispatch solution.

Developed with the help of leading minds and research laboratories in logistics and computing, eCourier's proprietary technology platform removes the middleman and overcomes the service limitations that encumber conventional operators. Operating in the United Kingdom, with a focus on central London, eCourier has 40 employees and more than 100 subcontractors.

## Evaluating the Solution

With operations that are running 24/7 and need to have 100% uptime, eCourier required a solution that leveraged the power of their wireless handhelds, and supported their aggressive strategy in a very competitive market.

With hundreds of couriers on the road and thousands of clients, everyday is mission critical for eCourier. They cannot afford to fix problems tomorrow. Rove solutions were easy to find because they are recognized as the provider of best-in-class remote access applications. eCourier was already using monitoring devices in the office, but these are obviously not usable from the road. Complete Remote Access Solutions The first product implemented was Mobile Admin. Installation went smoothly and quickly. eCourier was immediately confident about the security of the application because Mobile Admin uses the native BlackBerry security infrastructure. The most common tasks that eCourier staff perform with Mobile Admin are rebooting servers, resetting user passwords and deleting accounts. Mobile Admin is used for brief and necessary tasks but also for more complex jobs like killing blocked processes. "Mobile Admin made our lives easier" says Jay Bregman, CTO. "I feel more secure now that I know I can solve any problems that occur in the office, from anywhere I am."

Before Rove solutions were implemented, it took much longer to respond when they needed to do common tasks like reset a password or to manage print jobs.

*I love that I can solve any problem right away. We can avoid difficult situations and make sure our reputation as the premier courier company in the UK remains clean.*

Mobile Admin was not the only solution implemented by eCourier. What they couldn't do with Mobile Admin they realized they could solve with Mobile SSH—managing Linux, switches and routers.

The company then added Mobile File Manager which they use for file configuration and website updates. If the company experiences heavy delays on their servers, for example, they can use Mobile File Manager from anywhere to quickly flag the issue on their website and keep their clients informed.

The use of Mobile Desktop completed the suite of applications. “With Mobile Desktop I can access my desktop and control everything from my BlackBerry,” says Jay Bregman. “I love that I can solve any problem right away. We can avoid difficult situations and make sure our reputation as the premier courier company in the UK remains clean.”

## Benefits

In addition to providing eCourier with peace of mind with respect to its IT infrastructure and systems, Rove solutions have supported the company's technological evolution and ensured their continuity of business.