

Case Study



Client: asb law
Industry: Law
Partner: Good Technology, Orange & palmOne

“ADA were the perfect partner to implement the solution for us. They have a solid track record of providing excellent support at all levels.”

Stuart Hibling
Systems Manager
asb law

Giving people the right message

At a glance

● Challenge

To provide the key staff of asb law with immediate access to people and information, allowing them to quickly react to situations as necessary, whether in client meetings, a courtroom, or even waiting at a train station.

● Solution

The staged implementation of Good Technology's GoodLink wireless corporate messaging system that works with Microsoft Exchange to provide continuous real-time synchronisation.

● Results

- Continuous real-time synchronisation with Exchange mailboxes
- Minimal investment but high productivity returns
- Reduced dependability on laptops

Business challenge

asb law is one of the top law firms in the country, renowned among its client base for providing pragmatic solutions and unrivalled levels of service. Many of the firm's partners spend a significant amount of time out of their offices seeing clients and to receive e-mail or connect to the Contacts, Calendar and Task functions on their Outlook accounts involved locating a landline, plugging in their laptops and dialling into the company network.

The firm recognised that a wireless messaging solution would enable near real-time e-mail responsiveness between partners, the firm and outside clients whilst maintaining quality of life for their employees. The solution had to offer comprehensive wireless e-mail and data access which would synchronise data in real time without relying on expensive laptops.



ADA solution

Having considered a number of solutions, asb law chose ADA to implement Good Technology's GoodLink. ADA then acted as the focus for the implementation between asb law, Orange, Good Technology and Palm:

- Working with Good and Orange, ADA began with a pilot project, deploying the handhelds to individuals who travelled extensively and who were technology-friendly
- The pilot project paved the way for a large-scale deployment, which today includes partners and senior managers
- ADA is now investigating the delivery of applications to the handhelds that will help record a partner's time, activity and expenses

Results

- Real-time synchronisation between the user's Exchange mailbox and the device
- Gives users the functionality of Outlook on the move, allowing them to attend meetings without their laptops
- Minimal investment in the handheld device, with the GoodLink service paying for itself in terms of client service and productivity



Good Technology is a leader in wireless handheld computing software, using industry standards to offer firms the applications they need on the handhelds they choose over the networks they prefer. The company's GoodAccess and GoodLink products extend mission-critical applications – including Microsoft Exchange, Oracle, salesforce.com and Siebel – to mobile employees when and where they need them.



Orange was launched in the UK in 1994 and has been at the forefront of innovation in the mobile world ever since, becoming the leading operator in the UK. Now an international company, Orange operates in 18 countries with 50 million customers worldwide.



paImOne is the handheld market leader in areas such as mobile business, healthcare, education and government. The company delivers compelling business and enterprise mobile information-management solutions, business-focused hardware and software products, robust service and support, and has innovative market-leading alliances with developers and solutions providers.



ADA is one of the UK's leading technology services companies with an enviable reputation for technical excellence, service reliability and industry-leading standards. Working closely with manufacturers and partners who represent the best in the IT industry, ADA sources solutions that offer lasting advantages. Similarly, ADA's consulting and field engineering services are based on an approach that considers your business environment as well as your IT infrastructure, ensuring that your IT delivers real business benefits.