

Case Study: RoadSync and Documents To Go for Nokia 9300 Smartphones & 9500 Communicators



Key Benefits of using RoadSync and Documents To Go:

- Increased productivity of IT staff and members of pilot program by as much as 20%
- Reduced dependency on 'paper process' to distribute information and schedule meetings
- Improved readability and reliability of Microsoft Office files and attachments on mobile devices
- Low-touch IT involvement for easy maintenance that requires no employee retraining
- One-time licensing fee eliminates recurring service fees for mobile e-mail solution

About the University of Witwatersrand

The University of Witwatersrand, also known as Wits University, has built an outstanding reputation in the industrial and commercial heart of South Africa as a centre for education and research of the highest quality. Wits' mission is to build on this foundation to maintain and enhance its position as a leading university in Africa, while demonstrating globally competitive standards of excellence in learning, teaching and research.

Wits University of South Africa Further Utilizes Exchange Server 2003 with Successful Mobility Pilot Program using RoadSync and Documents To Go by DataViz on Nokia 9300/9500 Smartphones

The decision to implement Microsoft Exchange 2003 for a subset of users has given Wits University the flexibility to establish a mobility pilot program that utilizes Exchange ActiveSync technology. DataViz' RoadSync solution extends the capabilities of Exchange ActiveSync to the University's preferred Nokia 9300 smartphones and 9500 Communicators for direct, secure, wireless synchronization of Microsoft Exchange data. This solution, combined with Documents To Go, provides instant access to e-mail, contacts and calendar data along with Office files while on the go. Benefits range from productivity gains to a reduction in 'paper processes' previously relied upon for both scheduling and the distribution of information amongst colleagues. Given the success of this pilot program, Wits University plans to extend mobility using DataViz mobile office solutions to more top-level administrators and staff throughout 2006.



The Challenge

With over fifteen different e-mail systems servicing 3500 combined staff and administrators, the IT Department of Wits University wanted to merge their numerous servers into one campus-wide managed system offering support for a Global Address List (GAL), calendaring and core e-mail functions. Based on these consolidation and feature requirements, Wits University established a pilot program using Exchange Server 2003 for a subset of users that was deemed successful after a year-long evaluation. In 2006, the IT department plans to fully adopt Exchange Server 2003 for their messaging and collaboration needs, migrating top-level administrative officials first followed by a full rollout for staff, faculty and remaining administration.

Increase Productivity by Offering Mobility via Nokia Smartphones

In addition to desktop access, a separate project was established to make calendar, e-mail, attachments and address book data from the Exchange Server available on the University's mobile devices of choice, both the Nokia 9300 smartphone and 9500 Communicator. Mobile access to this information was identified as critical for both senior and junior administrative staff of the IT department along with University administration. Wits users favored these Series 80 devices over Windows Mobile and Blackberry devices due to their user-friendly interface, form factor, overall stability, battery life performance, screen orientation and built-in keyboard support. In order for this mobility project to be regarded as successful, the ability to synchronize Exchange e-mail, attachments, calendar and contacts data with the chosen Nokia devices was required. Wits IT department focused on delivering the desired mobile functionality while being respectful of the University budget and their internal IT training and support burden.

The Solution

Microsoft Exchange Server 2003 with Exchange ActiveSync
Nokia 9300 Smartphones and 9500 Communicators
RoadSync and Documents To Go by DataViz

The IT department's decision to migrate a subset of users to Microsoft Exchange Server 2003 allowed the University to look beyond desktop synchronization and traditional middleware solutions to direct, wireless and secure synchronization through the built-in Exchange ActiveSync protocol. Since Active Directory and Exchange Server were covered under the University's site license, Wits was able to explore how they might utilize the Exchange ActiveSync Technology for mobility without incurring additional server overhead, software licensing expenses or recurring service fees. For the Series 80 devices in use, DataViz solutions available for consideration included:

- RoadSync, a mobile Exchange ActiveSync enabled client for Series 80 that provides secure, wireless direct synchronization with Exchange Server 2003.
- Documents To Go, a mobile Office suite for Series 80 that supports the viewing and editing of Word and Excel files.



The IT department's evaluation demonstrated how easily RoadSync extended the wireless ActiveSync capabilities offered through Exchange Server to the Nokia smartphones. Both solutions integrated with the device's core features and functionality to offer a very familiar user experience. Brett Buchel, Deputy Director of Wits University's Information Technology, assessed that RoadSync and Documents To Go would provide the full experience his users were looking for: both access to Outlook data and full confidence in attachment handling. In addition, these solutions eliminated a desktop or cradle-based synchronization method to provide a completely wireless solution.

"While mobility was a requirement for us up front, our original expectation included making use of a desktop synchronization solution. So, the level of mobility we are achieving with RoadSync is exceeding our original requirements yet has now set new end-user expectations," stated Buchel.

Following the initial evaluation, Buchel initiated a pilot program consisting of 10 users to evaluate RoadSync and Documents To Go. Users included senior and junior-level staff members within the IT department along with several top university officials including the Deputy Vice-Chancellor for Research and Director of Human Resources.

The most critical feature for Wits was the robust calendaring and e-mail capabilities available in RoadSync. The ability to receive and respond to meeting requests remotely was a previously unfulfilled need of the University's top administrative officials whose productivity is at a premium. RoadSync matched well with the requirements for mobile e-mail and calendar functions by allowing users to accept, decline or respond as tentative to meeting requests via e-mail while out of the office. With regards to attachment support, Wits required a solution that went beyond the basic viewing and editing of a document to provide 100%-guaranteed document fidelity when users edited their files on the device. Documents To Go for Nokia devices matched this requirement well with the inclusion of its InTact Technology™. In addition, the ability to properly display tables was a plus and, according to Buchel, the overall readability of word processing documents has increased tenfold using this DataViz solution.

"We have earmarked the Nokia 9300/9500 as business phone of choice, combined with the functionality that is near perfect from RoadSync and Documents To Go," noted Buchel.

Deployment, Training and Maintenance

“Beyond productivity, RoadSync and

Documents To Go provide added convenience allowing users to eliminate the 'paper processes' from many aspects of their daily work life... I would expect that long term use may drastically increase productivity gains.”

Brett Buchel
Deputy Director: Information Technology
University of the Witwatersrand



Using configuration and management tools within Microsoft Exchange Server 2003, the deployment of RoadSync was very straightforward for Wits University. To add mobility into the equation, there were no additional servers to purchase, install or configure. All deployment options to enable mobility are built directly into the Exchange Server. Members of the pilot program were able to quickly retrieve and send e-mails, access their contact list, update their calendar data and open attachments using their Nokia 9300 and 9500 smartphones after the following tasks were completed:

- 1. Exchange administrator selected options in the Exchange System Manager to enable mobility for each user and their corresponding Nokia devices.**
- 2. Client software installation took place for RoadSync along with Documents To Go.**
- 3. Once the installation of RoadSync was complete, the Exchange administrator configured the RoadSync application with the proper server settings and unique log-in details per user.**

“Since we already had the Exchange 2003 infrastructure in place, we were able to deploy RoadSync very quickly. We simply enabled mobile access for each user to allow for their device to connect to the server. Once these options were in place, minutes were spent on each device to install the software and configure each user. The procedure to configure Documents To Go was minimal as it was only a matter of installing the software on each user's device,” Buchel explained.



The user-friendly interface of both RoadSync and Documents To Go limited the amount of initial training required by the IT staff for each user and practically eliminates retraining. Both products integrate with the core features and applications native to the Nokia devices which helped to reduce the learning curve. RoadSync populates the built-in calendar and contacts database with data from the Exchange Server and uses a separate mailbox within the e-mail application to deliver Exchange e-mail to the device. Documents To Go, with ability to edit Word and Excel files, provides a similar look and feel of Word and Excel from the desktop so the user can create new documents or editing existing ones with ease.

“Our IT staff spent about 10 minutes with each user to demonstrate how to synchronize and retrieve Outlook data and access attachments and documents. The ease of use has made adoption of the product instant,” Buchel noted.

The Results

Initial results of this mobility pilot program indicate those University staff that have mobilized their Office life, are experiencing productivity gains, ranging from 5 to 10 percent. Buchel himself estimates that his productivity level has improved by nearly 20 percent. A reduction in the 'paper process' for scheduling purposes and to distribute information among colleagues and staff has been realized as well.

"Beyond productivity, RoadSync and Documents To Go provide added convenience allowing users to eliminate the 'paper processes' from many aspects of their daily work life. Knowing what meetings are coming up has removed the necessity of paper day planners and has helped users better plan their day even before they ever arrive at the office. It is very much a culture change that is having a positive effect on productivity and convenience. I would expect that long term use may drastically increase productivity gains," noted Buchel.

In addition to the product features and benefits, the licensing model of RoadSync and Documents To Go was received favorably by the IT department. With RoadSync in particular, this one-time licensing fee eliminates monthly or recurring service fees that are typical of most mobile messaging solutions. With volume pricing available, Wits can extend mobility to more users under a controlled cost-structure. Documents To Go is a value-add solution for those users that require a more reliable and seamless document viewing and editing experience.

Wits University has agreed with Microsoft and the company managing their Exchange migration to be the first South African site to install Exchange Server 2003 Service Pack 2. Once completed, this update will allow them to take advantage of RoadSync's SP2-supported features including: direct push, remote wipe security, data compression and Global Address List support. Given the results of this mobility pilot program to-date along with the requests for the Nokia devices, Buchel anticipates that the deployment of these DataViz mobile office solutions will move beyond the pilot program for up to 100 users.

"We look forward to the enhanced functionality of both the desktop and mobile experience. Getting people to use the full potential that Exchange Server 2003 will afford us is going to be a productivity breakthrough. Coupled with RoadSync and Documents To Go for mobility, and we have a winner," Buchel concluded.

About DataViz, Inc.

DataViz is an industry leader in developing and marketing Office compatibility and productivity solutions across a variety of platforms including Palm OS, Symbian OS, Java, Windows and Macintosh. Founded in 1984, DataViz began its business developing file conversion software and has since expanded its expertise to providing solutions that meet the increasing demands of the handheld and mobile markets. With solutions that include their award-winning mobile Office suite, Documents To Go, and wireless Outlook synchronization solution, RoadSync, DataViz is committed to providing premium solutions that mobilize 'Microsoft Office' for today's knowledge workers and provide instant access to critical files and business data. DataViz is a member of Forum Nokia Pro, Palm Plugged-In Developer's program, Sony Ericsson Core+ developer's program and is a Symbian Platinum Partner and Orange Partner Premium member. In addition, the company has developed strategic partnerships with Microsoft, Palm, Sony, Apple and other industry leaders both domestically and abroad.

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