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Jill Robinson, IT Director
Environmental & Occupational Risk Management

Becoming a **Market Force**

Risk Management Consultants Improve Wireless Connectivity



Business Challenge

With seven national offices and a highly mobile senior management team, EORM relied on Nextel Blackberry phones for wireless access. However, the phones didn't synchronize with its Microsoft Exchange server over the air, so appointments, contacts, and e-mail weren't always up-to-date.

Technology Solution

LanLogic recommended a switch to Sprint and Treo 600 and 650 smartphones, and supplied Good Technology's GoodLink software for real-time synchronization.

Payoff

With LanLogic's IT support and GoodLink software, EORM's executive managers have:

- Increased productivity through real-time updates of e-mail, calendar appointments, and tasks from the company's Exchange server
- Eliminated the need to physically dock a phone to receive updates
- Enhanced the user experience with additional Treo features such as color displays and speakerphones

Environmental & Occupational Risk Management, Inc. (EORM) partners with companies worldwide to develop and implement cost-effective Environmental, Health and Safety (EHS) management programs. EORM develops customized programs and strategies that reduce its clients' potential for liability and increase their ability to provide a safe work environment. EORM's 120 employees serve more than 400 clients through its corporate headquarters in Sunnyvale, CA and half a dozen offices strategically located across the United States. In their dual role as consultants and managers the company's senior executives are constantly on the road, and they need ongoing updates to e-mail, calendars, and contacts from the organization's Microsoft Exchange servers.

Beyond The Blackberry

EORM's 20 top executives had been using Blackberry phones from Nextel since 2003 as a way to remain in touch while on the road. But according to IT Director Jill Robinson, users were dissatisfied because the phones did not provide over-the-air synchronization with the company's in-house Exchange server at the time. "The whole point of wireless connectivity is to have full access to the latest information while you're on the road, so we needed a better solution," says Robinson.

For several years, EORM had outsourced its IT services to LanLogic, an IT consultancy and hosted services provider in Livermore, CA. When Robinson told LanLogic about the problems in 2004, the company recommended switching to Treo 600 smartphones and GoodLink synchronization software. "We were very confident in choosing the Treo and GoodLink solution because LanLogic has always given us excellent recommendations and service, and they always have a very thorough knowledge of the products they support," she says.

The biggest issue with the change was transferring the employees' cellular phone numbers from Nextel to Sprint, a process that took several days. Once the Treos were up and running on the Sprint network, however, Robinson worked with LanLogic to install the GoodLink software and enable synchronization within an hour.

A Well-Informed IT Partner

Now, EORM's executives have ongoing wireless synchronization between the company's Exchange server and their Treo 600 and 650 smartphones, receiving e-mail and calendar or task updates regularly while on the road. LanLogic's recommendation proved to be a simple and reliable solution. "I continue to appreciate LanLogic's diligence in understanding the products they support," says Robinson. "They have very close relationships with Microsoft, Symantec, Good Technology, and other companies, so whenever I ask them if they know about a product or have tried it, they always have a lot of experience with it. This experience and their responsiveness make them a great IT services partner."