

TNT® Express experiences extreme mobility with the new Intel-based Fujitsu tablet

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Paolo Ballabene, IT Manager at TNT Express



The customer

TNT® Express is a global provider of personalised courier solutions. It has the largest network in Italy, with 121 branches, 11 transport hubs, five customer service centres and more than 1,000 TNT terminals throughout the country. Thanks to a 4,100-strong road fleet and five aeroplanes, TNT Express can guarantee total coverage of Italy and much of the world in 24 hours or – where necessary – even less. The company is capable of meeting any client request with tailored solutions, offering links to all corners of the world. With six international and four Italian transport hubs, TNT has the best airport coverage in the industry and can offer high levels of service efficiency and flexibility, including overnight deliveries and the planning and management of air and shipping freight. The secure, effective and efficient management of goods, people and its non-stop transport resources are one of the main drivers of TNT's success. Little wonder, then, that the company always pays such close attention to new technologies that can further increase customer satisfaction and improve its own systems.

The challenge

Lead the IT consumerisation process: assess the opportunity for introducing latest-generation mobile devices into the business, while ensuring high levels of security and enterprise compliance.

Sustainability: keep existing processes in place, protecting the utility of past investments.

"Security," says Paolo Ballabene, IT Manager at TNT Express, "is a critical business requirement for us. We continue to invest so that goods, documents and information are safe for the entire time they are in our custody – no easy task when you consider that we manage more than 200,000 consignments each day. When we decided to road test the suitability of Fujitsu's tablets, we immediately ruled out any proprietary architecture that would not integrate seamlessly with our existing IT, thus avoiding any pointless security and compliance complications.

"Thanks to the support of Intel – with whom we have a long-standing and successful partnership – in early autumn we had the chance to test one of the first available mobile devices based on the Intel Atom processor and Microsoft® Windows 7. All our doubts about these new devices soon vanished. The architecture means the IT department can manage the Fujitsu tablets just like any other company computer and place them all under the necessary governance policies. They also proved their value in terms of their extreme portability, battery life and ease of use."

THE CUSTOMER

Country: Italy
Industry: Freight
Founded: TBC
Employees: 48,000 worldwide
Website: www.tnt.it



THE CHALLENGE

The business needed to embrace the consumerisation process, bringing in equipment that could integrate seamlessly with existing IT infrastructure and provide a genuinely mobile solution for working on the move.

THE SOLUTION

Fujitsu STYLISTIC Q550 is a business tablet that has been specifically designed to match the typical security requirements for mobile business computing. In addition, it is capable of seamless integration with existing IT infrastructures. The tablet is designed to ensure top-level business interoperability and runs the Microsoft® Windows® 7 operating system on an Intel® Atom™ processor. This not only means that it is completely compatible with the most frequently used office applications, but also means that the new STYLISTIC Q550 can integrate with company infrastructure without application porting costs or security issues.

THE BENEFIT

- A professional tablet that meshes perfectly with enterprise systems and – because it runs Windows – does not require apps, making it compatible with normal office programs.
- The battery is guaranteed to last eight hours and can be easily replaced.
- The tablet is equipped with all necessary security systems for a professional device.

The solution

TNT Express tested Fujitsu Stylistic Q550 tablets – built using the Intel Atom Z670 processor and Windows 7 – in two different contexts: business and security. In both cases, the results were very pleasing. In order to constantly improve customer satisfaction, it is hugely important for sales staff to have round-the-clock, remote access to the company data warehouse. In addition, having an extremely light and easy-to-handle device with a battery life that far exceeds current laptops is definitely a major added value. Likewise, there were favourable reviews from the Settimo Torinese control room that looks after the company's satellite coverage, which is based on a VPN using GPS and 3G networks, enabling the company to keep goods, transport and deliveries under observation at all times.

"The system automatically flags up any problems, and using the tablets has further improved this service," explains Ballabene. *"We were already using smartphone alerts in case the manager had to be away from the control room. However, once the alert had been received, you always had to get to a PC or laptop to work out exactly what was happening and where the problem was. Using these tablets, though, managers can basically take the control room with them: they can immediately see what is happening on-screen – clearly and precisely, in open or closed environments – and take the necessary corrective action on the spot. So, in this second example, the concept of mobility has actually been extended and improved."*

The benefit

An architecture based on Intel Atom processors and the Windows 7 operating system is the perfect way to introduce tablets to the enterprise environment. The Intel Atom Z670 processor in the tablets tested by TNT Express is based on the platform codenamed 'Oak Trail' and uses innovative technologies such as Intel Enhanced Deeper Sleep, which limits energy use to the bare minimum during inactive periods. In addition, the SpeedStep® manages the processor's functioning based on workload, meaning the device heats up less while running several programs at once and makes for a perfectly

THE PRODUCTS

- Fujitsu STYLISTIC Q550
- Intel Atom processor based 'Oak Trail' platform
- Windows 7 operating system

balanced power supply. These innovations have made it possible to design and manufacture devices that are slimmer than ever and quiet to run, partly because they have no air vents.

Plus, the Windows 7 operating system means it is possible to use all the business applications already developed for that platform, bringing the tablet into line with the business's other IT resources.

Conclusion

"We didn't need any special work to integrate the tablets we tested into our IT environment, and even the user interfaces were left unchanged, while their response times were more than satisfactory," says Ballabene. *"Actually, all we needed to do was put a Windows domain on the tablet to get them set up just like any PC or laptop. The administration console means we can monitor and manage them, safe in the knowledge that we can also delete sensitive data remotely if need be – an essential function for us, which other set-ups would not have allowed. Through this test, we have found that there are benefits to be had from the extreme mobility offered by this kind of device. These can be achieved without any major cost outlays, since past investments in application development are protected and there is no need to diversify our existing skill sets in order to manage them. In time, it is possible that specially designed and incredibly robust industrial tablets could be developed, and we will definitely be among the first to think about taking them into use."*

About Fujitsu

Fujitsu Technology Solutions is the leading European IT infrastructure provider with a presence in all key markets in Europe, the Middle East and Africa, plus India, serving large-, medium- and small-sized companies as well as consumers. With its Dynamic Infrastructures approach, the company offers a full portfolio of IT products, solutions and services, ranging from clients to data centre solutions, Managed Infrastructure and Infrastructure-as-a-Service. Fujitsu Technology Solutions employs more than 13,000 people and is part of the global Fujitsu Group.

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