

*“Fujitsu’s mobile solution is saving us a considerable amount of money... and freeing up the time of our employees and customers.”*

Sari Kaikkonen, Group Chief Financial Officer, Rambøll Group



### Customer’s Challenge

The Rambøll Group is a leading Nordic consulting group with an extensive international operation, including more than 4,000 employees, including 3,000 consultants, at 100 permanent offices, working internationally with projects in more than 100 countries. The Group comprises six business units, reflecting the full geographical presence in Denmark, Sweden, Norway and Finland and the specialisation in IT and management consultancy.

Rambøll specialises in providing full-service consultancy and knowledge services within the fields of infrastructure, telecommunications, building, health, industry, oil/gas, energy, environment, IT, and management.

Sari Kaikkonen, Group Chief Financial Officer, Rambøll Group, says, *“We provide locally founded consulting within a global context and it is our constant aim to pass on knowledge and valuable solutions to our customers. So, we wanted to provide our network of specialists and experts with the necessary tools to access to their e-mail and calendars when they needed, without having to manually synchronise the data.”*

Having taken over the management of Rambøll Finland’s IT infrastructure at the beginning of 2005, Fujitsu proposed that Rambøll should implement a mobile solution for its consultants in Finland that would allow them to remotely access their e-mail and appointments calendar in real-time.

### Fujitsu Solution

Fujitsu’s solution was based around a full life-cycle managed service, including the use of Nokia Communicator Smartphones, SEVEN’s Always-On Mail Enterprise Edition and Personal Information Management (PIM) software and a comprehensive range of training, helpdesk and support services

*“We evaluated a number of systems from other suppliers, but in our opinion Fujitsu offered the best mobile solution on the market,” explains Sari Kaikkonen. “Unlike some products it was already in production, so it was very stable, and it was easy to use and could be deployed quickly, without having any major impact on the rest of our IT infrastructure. It could also be implemented on a range of devices, so we had the option to re-use our existing mobile phones in order to squeeze extra value out of our technology investment.”*

### SUMMARY OF KEY FACTS

#### Organisation

Rambøll Group

#### Service/s delivered

Full life-cycle mobile solution, including the uses of Nokia Communicator Smartphones, SEVEN’s push-based mobile email and PIM software and a comprehensive range of helpdesk and support services.

#### Key Metrics

- 4,000 employees in 100 permanent offices
- Working in over 100 countries

#### Benefits

- Improved customer responsiveness
- Time and cost savings
- Increased productivity
- Simple to use
- Rapid deployment
- More reliable, always-on communication
- Minimal downtime

**CASE STUDY**  
**RAMBØLL GROUP**

The software makes it simple and affordable to access corporate and personal data using a mobile phone. It provides secure, real-time access to email and Personal Information Management (PIM) information. All data is delivered in real-time and all activities such as writing or composing a message are reflected simultaneously in the user's account, so everything remains fully synchronised.

The solution is also helping Rambøll to improve staff management by as consultants' calendars are continually updated, so that they no longer need to return to the office or home to plan their schedule.

*"Fujitsu's end-to-end mobile service ensures that everything is ready before a user gets their phone, so our own IT people don't even need to be involved. While we did provide users with an hour or two of training, it probably wasn't necessary as there's not much to learn, especially if you are already familiar with the mobile phone. Everyone that has used the new system is very pleased, because it is so easy to use,"* says Sari Kaikkonen

Following a successful month-long pilot, Fujitsu is now roll-out Rambøll's mobile solution across Finland.

Sari Kaikkonen continues, *"We are very satisfied. The whole project has gone extremely smoothly, because Fujitsu knows what it was doing. It is the kind of project that you would like more of, because everything went so well and there were no real problems. As a result, we are expanding the number of users as quickly as possible. We are also planning to extend the solution across our business in other countries."*

**Benefits to our Customer**

The mobile solution developed by Fujitsu is enabling Rambøll to realise a number of key benefits:

- Improved customer responsiveness – can rapidly respond to e-mails and book appointments, improving the speed and quality of information flows
- Time and cost savings – reduces telephone call costs and travel and cuts out time spent on manual data synchronisation, administration and dial-ins
- Increased productivity - streamlines communication and time management with anytime, anywhere real-time access
- Simple to use - robust and easy to use hardware and software interface and push synchronisation of data
- Rapid deployment - avoids costly and complex developments, so it can be quickly and easily deployed across entire organisations or workgroups
- More reliable, always-on communication - compared to dial-in or ISDN networks
- Minimal downtime – can quickly resolve any issues through the Helpdesk, including the provision of a replacement phone if required.

Sari Kaikkonen adds, *"Fujitsu's mobile solution is saving us a considerable amount of money in reduced call charges and freeing up the time of our employees and customers. Our consultants no longer need to waste time dialling-in to collect their e-mail, manually synchronising data or planning their daily activities. Everything is instantly there, in a familiar format, whenever and wherever they need it."*

**Our Approach**

Rambøll's mobile solution is run from Fujitsu's data centre. The system utilises a secure, push-based mechanism for delivery to and from handhelds, so that when an email is received by a user's SEVEN enabled mailbox on the Microsoft Exchange Server the SEVEN Server redirects a copy of the message to the user's handheld via the Internet and GPRS network, and vice versa.

As the mobile solution is based on Fujitsu's life-cycle management approach every aspect of the service, from the device, data access, training, helpdesk support, and replacement equipment, is provided by Fujitsu for a fixed price. So, it can be implemented very quickly and operated without having to worry about the underlying technology.

**Our Expertise**

In 30 years of designing, implementing and managing complex business systems, Fujitsu has amassed a wealth of experience in developing mobile workplace solutions that reduce costs, improve productivity and customer services and deliver a compelling return on investment.

Sari Kaikkonen says, *"It is very easy to work with Fujitsu and we have developed a close working partnership in Finland. Thanks to its comprehensive service offering, extensive technical expertise and understanding of our business Fujitsu has enabled us to remove most of the time and risk from deploying a mobile solution."*

Fujitsu's mobile services for the Mobile Professional and Mobile Field Force have been developed according to the TRIOLE and Sense & Respond approaches. Based on reuse and design for service, TRIOLE means that Fujitsu provides reliable, robust and repeatable solutions that can be deployed quickly and cost-effectively. The Sense & Respond approach enables Fujitsu to deliver continual service improvements, in real-time, at the client interface.

A mobile service from Fujitsu offers a full-spectrum managed service, delivered securely and in real-time. It is device and network independent, easy to use, and offered at a predictable monthly charge.

**ASK FUJITSU**

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