

**CASE STUDY
MANUFACTURING**



CHEMICAL SERVICES

BlackBerry® brings chemical group closer together.

 **BlackBerry®**

CASE STUDY

CHEMICAL SERVICES

Chemical Services is the largest speciality chemical group in Southern Africa, supplying a wide range of materials and services across a large area. It is comprised of a number of autonomous subsidiaries and joint ventures, consequently executives spend a great deal of time visiting customers and travelling between various group operations.

CHALLENGE

Because of the way the business is structured, Chemical Services executives were finding it increasingly difficult to stay productive when out of the office. The company looked to provide wireless mobile access to its IBM® Lotus® Domino® architecture.

SOLUTION

After rejecting several options, the IT department were shown BlackBerry® Enterprise Solution. Chemical Services immediately organised a three-week pilot trial for five users.

From the users' point of view the trial was an unqualified success. Behind the scenes things went well too. Chemical Services has a sophisticated Domino domain, but the BlackBerry solution worked effectively. It also complied with all of the company's stringent security requirements.

Today, Chemical Services has deployed BlackBerry smartphones to 22 senior executives and IT staff. Users report they enjoy much greater involvement in business when out of the office. The remote calendar updating function has proved particularly popular. BlackBerry solutions have also had a positive impact on the company's brand. Clients have reported an increase in responsiveness, which has reflected well on a company that prides itself as being at the forefront of technical innovation.

"I was pleasantly surprised – and very relieved – when BlackBerry Enterprise Server and the devices worked right away. At the end of the trial every single user was fantastically happy with BlackBerry. Not one of them would let me take their device back."

Sanchia Lubbe IT Project Coordinator, Chemical Services

BENEFITS

**EXECUTIVES STAY
IN THE LOOP**

**INCREASED
RESPONSIVENESS**

**NOTABLE
EFFICIENCY GAINS**

**MEETS AND EXCEEDS
SECURITY NEEDS**

Find out more at www.blackberry.com/chemicalservices