



South African IT firm improves communications and grows business thanks to BlackBerry solution

Darest is a Swiss-based IT solutions firm that opened its operations in South Africa in 2007. Based in Johannesburg, Darest South Africa provides a wide variety of IT services, ranging from system integration and software to telecommunications and training.

One of the fastest growing business areas for Darest, in South Africa, is consultation and support for companies implementing the BlackBerry® solution. The firm is a member of the BlackBerry® Alliance Program and its knowledge and experience in BlackBerry® smartphone-based mobility solutions has grown out of the way it addressed its own challenges.

The Challenge

Darest has built a reputation for itself by providing Service Level Agreements with very fast response times. With global clients, based across various locations and time zones, the company needed a solution that would provide field technicians with round-the-clock access to work requests.

“Many of our local accounts are the South African operations of Darest’s worldwide customers,” explains Wayne Sorour, Technical Manager, Darest South Africa. It’s important for Darest to be able to respond to customers quickly and efficiently as time delays can affect their customers’ global workflow.

Secure data transfer was also a key requirement for Darest as the company placed considerable importance on the management and backing up of important communications, to help ensure the integrity of both their own information and that of their customers. Darest’s support technicians also had a need to receive immediate notification of incidents in their services without a delay.

Benefits

Improved communications

Global communications

Manageability and security

Ease of use

The Solution

With the need for rapid and secure mobile communications, Darest identified the requirement for push technology for email and found that the BlackBerry solution was best placed to meet this need. "Darest has been using a BlackBerry solution around the world for some time now, so when we opened in South Africa we went with the solution we knew the best," explains Sorour.

Darest South Africa equipped all its technicians and managers with BlackBerry smartphones and runs BlackBerry® Enterprise Server for Microsoft® Exchange. "Manageability and security were the two main reasons we picked a BlackBerry solution," says Sorour. "Security is one of the main aspects of our infrastructure. And to be able to manage the message flow and have it all recorded and backed up was critical for us."

Today the majority of Darest's South African employees use the BlackBerry solution for mobile email, calendar, instant messaging (IM) as well as expense reporting and customer activity reporting. Darest developed and deployed a bespoke wireless customer reporting application using BlackBerry® Mobile Data System.

The Benefits

The main advantage for Darest has been flexible and reliable communications. "We rely on BlackBerry smartphones, and it's an excellent business tool for us," says Sorour. "Thanks to the BlackBerry solution we can take care of these customers globally, regardless of time zones or physical location."

The BlackBerry solution has also enabled the firm's support technicians to be alerted to system incidents 24 hours a day, seven days a week. Thanks to the speed and reliability with which BlackBerry push technology for email delivers the alerts, Darest avoids costly penalties because the technicians can resolve incidents within the time limits stipulated by the SLAs.

"Without using the BlackBerry solution we wouldn't be as efficient as we are; it's a critical business tool. That's why it's the only solution we recommend to our customers for mobility," concludes Sorour.

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"I used to spend an hour a day updating the CRM database at the end of the day, now it's 15-30 minutes at most, and this gives me the ability to do what I do best, which is be in front of customers – and having instant access to up-to-date information allows me to be my most effective."

Wayne Sorour
Technical Manager
Darest South Africa