

GRUPPO SOFTECNO



SofTecno was founded in 2000 as an Italian IT training company, but it quickly focused its business on software development, corporate IT consultancy and security solutions. In 2003 it made several strategic acquisitions and rebranded as the Gruppo Softecno. In doing so, Group Softecno expanded its territorial presence to offer Information Technology consultancy services throughout the country.

The mission of the Group today is to offer consultancy services together with innovative technical technology solutions to Small and Medium Enterprises (SME) and government organisations. The company is now positioned as an IT system integrator and a multiplatform software developer that employs over a hundred professionals, who are based in one of 11 different Softecno offices. The company is also supplies the main telecommunication operator Italy.

CHALLENGE

Gruppo Softecno has invested lots of effort and resource into the development of security monitoring solutions. The IT design team of the company wanted to create a multiplatform video security system that would comprehensively control and provide remote visibility. The designers of the team wanted to create a system to visualise a room in a building that could also integrate and remotely manage the video circuit and the alarm system. They needed a platform that could completely integrate with existing security infrastructures over the air. They were also looking for a user friendly tool, to avoid the cost of training end-users. The last requirement was that the platform needed to work on data networks.

Gruppo Softecno is a growing organization with branch-offices located in different areas of the country, and it has the need to offer its employees a communication tool to communicate within the organization and externally with customers, suppliers and partners. Most of this communication is undertaken using email, which is often accompanied with popular format file attachments. The new platform needed to handle this and also demonstrate a fast and guaranteed high return on investment (ROI).

ONE SOLUTION TO MEET MANY NEEDS

The development team of Gruppo Softecno has tested many smartphones and PDA devices to assess their capability of handling a multiplatform video security system.

During this trial period BlackBerry smartphones were tested and were identified as meeting Softecno's communication and security needs. Initially, the BlackBerry smartphones were used as pure communication tools for sales representatives and field operational employees.

The company, went on to implemented a BlackBerry® Enterprise Server to empower its mobile employees with an all-in-one wireless communication solution that combines wireless e-mail with telephone, web browser, and calendar features, as well as the ability to access to corporate applications while on the move.

The "push" e-mail has been immediately appreciated by the work force, as it automatically notifies a user when an email message arrives in you inbox. There is no need to switch on the PC and download messages. This provides a huge advantage for the security staff, who are always out of office. They can immediately react to violation notifications, which are also sent to their BlackBerry smartphones, using email. The BlackBerry solution makes it possible to provide a timely reaction that is a key advantage for the company.

BENEFITS

**IMPROVED
PRODUCTIVITY OF
THE MOBILE WORKFORCE**
**FASTER DECISION-MAKING
PROCESS**

**POTENTIAL FOR
DEVELOPING CUSTOMISED
SOFTWARE AND
APPLICATIONS**

**GENERATED FURTHER
CUSTOMER INTEREST
IN MULTIPLATFORM,
EASY-TO-USE SECURITY
SYSTEMS**

**ABILITY TO REMOTELY
MANAGE SECURITY
SYSTEMS**

"The BlackBerry solution addresses our corporate mobility needs. We can take advantage of the many communication features BlackBerry smartphones offer, giving our mobile employees the ability to not only manage their email accounts, but also the ability to access the corporate information they need to make decisions whilst away from the office. We have also developed a range of applications that securely integrate with our customers IT systems. The BlackBerry solution has improved the productivity of our organisation and we can see the many benefits and potential the BlackBerry solution can provide."

Giovanni Reginella
Managing Director and Security Manager
Gruppo Softecno

On the other side, the software developing team began to integrate the BlackBerry smartphones in their Video Control Over IP projects. The company has implemented software that allows users to watch what is happening in a room or in a building on the display of their BlackBerry smartphone.

EXCEEDING EXPECTATIONS / BLACKBERRY: MISSION POSSIBLE

After an initial testing phase, the company launched Open Video Security, a Video Control Over IP system that allows users to monitor in real time, via a PC or BlackBerry smartphone, the images supplied by a security system's video-cameras. The system can be projected to different control rooms and branch-offices and allows operators to remotely control swiveling cameras via BlackBerry smartphones, in order to optimise the monitoring of rooms and buildings. Also, if any damage happens to the cameras, a warning SMS or MMS is sent directly to the BlackBerry device.

At a more comprehensive level, the company also launched Secure Shop, a full wireless security system designed for small businesses and shop fronts, which integrates video security with alarm systems. Gruppo Softecno also offers users a customised circuit, which can monitor for changes in movement, smoke and water levels. The system can send a warning MMS to the BlackBerry smartphone regarding changes to the office environment, and can also provide specific information by SMS from the sensor that has launched the warning alarm. This remotely managed environmental monitoring system and can be activated or switched off from virtually anywhere using a BlackBerry smartphone.

Gruppo Softecno also offers Open Building Automation to meet the security needs of SMEs, which is an automation solution that can be customised and modified by the user, depending on their exact monitoring needs. The system allows system operators to remotely control and monitor any technological or mechanical system located inside a building, and can be applied in any business sector, integrating anti-intrusion components with remote control systems, video security and environmental monitoring.

'The BlackBerry solution has simplified our business' security management. Through the use of our multi-platform security system, I can view security camera images directly from my BlackBerry smartphone's display when I'm out of the office. Also, thanks to the building automation integration, I don't need to be there when an employee has to enter to a restricted area,' explained Giovanni Reginella, Managing Director of Gruppo Softecno. 'Thanks to our software I can view the person who is requiring the access, give authorisation to open the door and partially switch-off the anti-intrusion system of the building. Using my BlackBerry smartphone I can remotely monitor and control all of our branch offices from wherever I am.'

Gruppo Softecno has a strong partnership with Research In Motion® and is part of the BlackBerry Alliance Program as an Independent Software Developer (ISV).

THE FUTURE

Gruppo Softecno's design team is planning to develop upgraded versions of the already implemented multi-platform security systems, thanks to the technical support the company is receiving from Research In Motion (RIM), manufacturer of BlackBerry products and services.

The company is also going to optimise the capabilities of BlackBerry smartphones for its sales force monitoring and to implement applications to remotely manage its databases and Intranet.

For further information: www.blackberry.com/it

TECHNICAL FEATURES

**BLACKBERRY® ENTERPRISE
SERVER V4.0**

**BLACKBERRY® 8700g
SMARTPHONES**

**BLACKBERRY® PEARL™
8100 SMARTPHONES**

**BLACKBERRY CASE STUDY
GRUPPO SOFTECNO**

 **BlackBerry®**