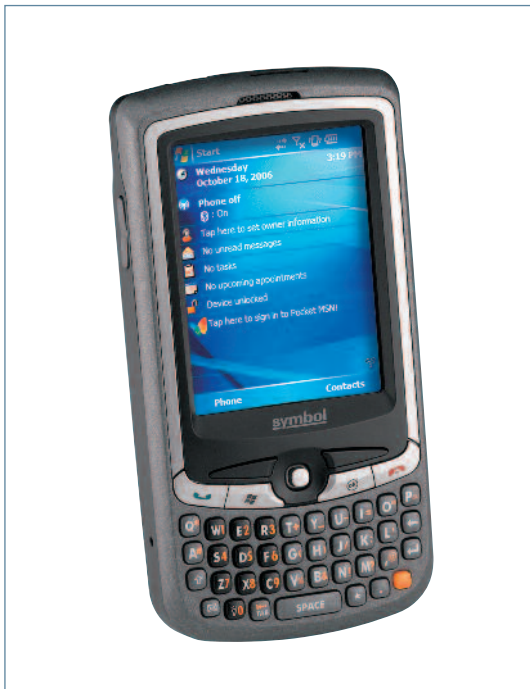
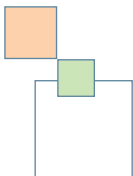


# A Spirit of integration for Nalco

With ever-increasing numbers of remote and field workers in the UK, mobile computing and communication devices are becoming more and more important. To boost efficiency, companies are also looking for integrated solutions that can provide different types of functionality within a single device. This is why when Nalco recently decided to upgrade its mobile devices, it asked independent consultancy, Spirit Data Capture Limited, to source an integrated solution.



Nalco is the world's leading water treatment and process improvement company. Its aims are to deliver significant environmental, social and economic performance benefits to its industrial and institutional customers. The company has a team of over 7,000 trained professionals serving more than 70,000 customer locations in over 130 countries.



## Case Study

One of the main divisions within Nalco is its Institutional business, which has a client base that includes government, education, healthcare, hospitality, retail and commercial buildings. Its Field Service Engineers require mobile computing devices to carry out analyses of customer assets. Until recently, the division was using Motorola MC50 units, supplied by Spirit Data Capture.

Spirit has been working closely with Nalco for several years. When the Institutional business decided to upgrade its mobile computing and data capture capability, it therefore asked Spirit to source a range of potential new devices.

Mark James, Nalco's Industry Development Manager for Government and Education, Europe, explains: "We were looking for a Personal Digital Assistant (PDA) that incorporated both GPRS and mobile telephony capabilities. We also wanted a solution that would integrate with our other in-house, online software products without having to synchronise everything via a PC."

The division had clear ideas about some of the criteria that the new device would have to meet. "We wanted a competitively priced product that would be very reliable and capable of easy integration," says Mark. One of the devices that Spirit recommended was the Motorola MC35 Enterprise Digital Assistant.

The MC35 contains all of the different features that Nalco required within a single, compact unit. The device

incorporates mobile voice and data communications with both GSM and GPRS and has internal WWAN,

WLAN and WPAN radio options. It also has integrated image capture and bar code scanning capabilities. It can therefore act as a camera, a GPS-enabled mobile phone, a laptop or a scanner.

Mark James observes: "We chose the MC35 because it offers both the competitive price we were looking for as well as all of the key capabilities – it ticked all of our boxes! Our technicians are now using the new devices on site to create and edit databases of customer assets. These are used to tell us which assets need testing and when. The MC35 is also used to scan the assets'

barcodes and collect the data required. The updated database is then synchronised with our website via GPRS."

He adds: "We're delighted with the new Motorola units. They certainly save a lot of time and trouble, as our engineers can carry out all of the key operations from a single device. We also like the transparency of the collected data. Having the information available electronically makes it much easier to work with.

"Spirit have provided us with an excellent service throughout this upgrade project. They provided us with various loan devices and also offered support in writing bespoke software for an element of our in-house risk assessment software. We will certainly make use of their services again in the future."

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**Mark James  
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