



# Find out how a custom application developed for BlackBerry® improved efficiencies for a facilities management work order process!

“In addition to the Point Alliance team being IT solutions experts, they are extremely reliable when it comes to delivering quality and friendly customer service support. Testament to this was the successful launch of our facilities management solution—it went very smoothly and continues to be well received by its users.”

Jim Lysick  
Director of Application Systems  
Cadillac Fairview



## Our Solution

### Custom application development for BlackBerry®

Point Alliance custom designed and deployed a dynamic, flexible, and user-friendly BlackBerry® application to better support Cadillac Fairview's work order process—making it even more efficient than before; saving time and money! Their existing facilities management application is located on a server and accessed via a web browser. The new BlackBerry® application integrates seamlessly with the current application and extends functionality out to the facilities management personnel in the field.

### Some of the core functionality of the new application is listed below:

- Real-time upload and download of work order information to and from a BlackBerry® device by leveraging RIM® push technology
- Service requests, unscheduled work orders, and preventative maintenance work orders can be created or edited on a BlackBerry® device
- Content is specific to each user based on the work orders assigned to each facility management staff member
- Out of coverage support is achieved by queuing data when network connectivity is unavailable, updates are sent/received once connectivity is restored
- The application ensures that only open work orders are displayed to the user—once a work order is closed, it is removed from the device
- The application is 100% bilingual—users can toggle between English and French based on their device language preferences
- Advanced search and type ahead allow the users to quickly locate information on their BlackBerry®

## Opportunity

Cadillac Fairview entrusted Point Alliance to architect, design, and deploy a BlackBerry® version of its existing facilities management application. This new BlackBerry® version would be used to create and assign work (service requests and routine maintenance work orders) to a mobile workforce of 175-plus facilities management personnel. This workforce supports over 30 North American retail and office properties owned and managed by Cadillac Fairview.

## Client Snapshot

The Cadillac Fairview Corporation Limited is one of North America's largest investors, owners and managers of commercial real estate. For more than 50 years, Cadillac Fairview has been leading the way in commercial real estate with innovative design, development, and management. Cadillac Fairview focuses on developing and managing high quality office properties and regional shopping centres in Canada and the United States, as well as international investments in real estate companies and investment funds.

To learn more about our valued client, please visit their web site at: [www.cadillacfairview.com](http://www.cadillacfairview.com).



## Outcome

Since launching the facilities management solution for BlackBerry®, Cadillac Fairview has received the following, positive feedback from its users of the new technology:

- The new solution is much easier to use and less cumbersome than the browser client.
- Overall, productivity has improved because the solution allows for immediate update of information on the device—don't have to waste time by going to a desktop.
- As a result of the above, dispatchers can get new work orders out even quicker.

## Point Alliance and BlackBerry®

As a BlackBerry® Alliance Program member, Point Alliance has been implementing, upgrading and migrating BlackBerry® Enterprise Servers (BES) for our clients since 2002. Our BlackBerry® Architects work closely with our clients to design solutions that will seamlessly integrate with their back end data.

Point Alliance develops and integrates custom Java ME BlackBerry® applications with back end databases such as IBM® Lotus® Domino®, Microsoft® SQL Server, IBM® DB2®, and Oracle®.

This expertise comes from both understanding the BlackBerry® Enterprise Server as well as complex email and network infrastructures. Point Alliance's relationship with Research in Motion dates back to the BES beta program and Point Alliance staff have participated in the coding of BES service pack releases.

We have implemented BlackBerry® Enterprise Servers for clients as small as one user to over thousands of users. Our goal is to transfer as much knowledge as possible during these projects, so that the client is self-sufficient once the environment has been configured and is up and running in production.

## Professional Services

Our services include:

- Custom application development
- BES implementation
- Training
- Support
- BES upgrades
- BES disaster recovery planning
- Network analysis



## Sample BlackBerry® Projects

Point Alliance has completed BlackBerry® projects across North America in the following areas:

- BES implementations and BlackBerry® roll outs
- BES upgrades/migrations
- BES disaster recovery planning
- Extending applications to BlackBerry®
- CRM applications
- Property management applications
- Time and billing applications
- Service request applications