



Investment group improves productivity and response times with BlackBerry solution

GVC Gaesco is a business group made up of an Investment company, a Group Investment Institution managing company, a Pensions Funds managing company and an Insurance Brokerage company. With offices in Madrid and Barcelona, it is currently one of the most important independent holding companies in Spain, based on its business volume and its geographical presence.

The Challenge

GVC Gaesco required a mobile solution with great flexibility. They had two challenges that needed to be addressed. The first was that the IT department needed to be able to respond to any incidents that might occur in real time and at any time, making immediacy a key issue. The second was for GVC Gaesco to operate effectively, it was necessary for the top executives to be able to maximise their time out of the office and to stay connected to their workplace, their clients, and information, while away.

The Solution

The BlackBerry® solution was chosen by GVC Gaesco to help with both challenges. The firm deployed BlackBerry® smartphones with BlackBerry® Enterprise Server to offer the most senior employees the ability to be permanently connected. Executives now have access to real-time market data and can remotely check email and calendars in a secure way – a key issue for financial enterprises.

Benefits

Time saving

Immediacy – resolving incidents

Improved customer service

Flexibility and mobility



Secondly, the solution helps the IT department manage and administer the company's Microsoft Windows servers and systems by allowing the administrator to disable accounts, change passwords, see and manage print lines, see event registrations and carry out many more tasks remotely. This was achieved through the implementation of the BlackBerry solution and the Atlantis application, designed by Ozeanus Mobile Solutions, a member of the BlackBerry® Alliance Program. Atlantis has helped the IT department with simple administrative tasks wirelessly.

According to Lluís Domenech the Managing Director of GVC Gaesco, "We realised that our peers in other companies were using the BlackBerry solution and it was turning out to be profitable for them, that is why we took the decision of implementing it in our enterprise. Furthermore, our IT department likes it because it offers simplified management and centralized control of the wireless environment while meeting strict requirements for a secure solution."

The Benefits

GVC Gaesco has experienced significant benefits through the ability to resolve incidents more immediately, improve customer service, and enable executives to manage their work remotely. With the Atlantis application installed on the BlackBerry® smartphones of the IT department staff, remote management of administrative tasks has become possible. This tool helps the entire firm save time, as the IT department is able to solve simple incidents in a flexible way. Improved responsiveness has resulted in time savings, not just for the IT department, but for the rest of the company, because incidents are resolved quickly and efficiently.

Executives at GVC Gaesco have also benefited from the BlackBerry implementation as it has improved coordination between the firm's executives and their clients. Mobilising GVC Gaesco's executives has allowed them to make better decisions based on the latest information – even when they're onsite with customers. Furthermore executives can also use the time saved to generate new business. And when they're more productive and efficient, the company is more profitable.

"We are very satisfied with the BlackBerry solution, what we have to do now is keep on improving our services depending on our needs, and our client's needs," says Domenech. "If our clients need updated information on stock market values, we will be able to offer it to them through the BlackBerry smartphones and they will also be connected to us, even on the go," he concludes.

www.blackberry.co.uk/casestudies

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Lluís Domenech
Managing Director
GVC Gaesco

OZEANUS Mobile IT Solutions understands that information is no longer a competitive advantage when you cannot access it at the precise time is needed for an easy, safe, comfortable and fast and with complete integration with existing systems and tools the company uses for other purposes.

Therefore, OZEANUS Mobile IT Solution's mission is: "To provide companies of all sizes and types and software tools to access information when you need it, regardless of location, time, system and device."