



Doncasters Ltd Work With Handheld PCs to Standardise its Mobile Devices For Increased Productivity and Security

London 15th April 2004. Doncasters Ltd, a leading international manufacturer of precision engineered components, has chosen to work with Handheld PCs to increase operational efficiencies and address the growing number of individuals bringing in private mobile devices and applications into the workplace.

Doncasters identified the increasing problems associated with the use of individually owned mobile devices and software, not least security of its data, but were forward thinking enough to recognise the role mobile devices and applications could play in improving communications and satisfying the needs of its very mobile sales force. Working with Handheld PCs, Doncasters is now in the process introducing its Senior Sales Executives with Xda II devices from O2 and a hosted email and PIM application from Reply Wireless to ensure the standardisation of a mobile computing solution.

The solution will allow sales personnel to leave their laptops at the office and still be in contact to pick up important e-mails in real-time. Previously they lugged around laptops and manually dialled up when they were in the vicinity of a telephone point, or resorted to buying their own wireless devices, not an option that Doncasters wanted to encourage.

Dave Jones, Group Network Manager for Doncasters comments, "Our main concerns were based around data security and supporting the devices. We noticed that more and more people were using PDAs and the majority of these had been bought privately. Working with Handheld PCs we can standardise on the devices, applications and operating systems being used and ensure they meet our security requirements as well as having up to date anti virus software installed."

Reply Wireless was chosen following a successful pilot during which Doncasters was particularly impressed with the service it received from Handheld PCs. Darren Hilton, Sales Director for Handheld PCs says, "We are always confident that once we have installed a pilot we will come out on top. This is because we spend time listening to the needs of the customer and can provide independent, objective advice on the optimum solution, rather than blindly promoting one particular product."

In terms of extending their new wireless solution Dave Jones continues, "As a company we use Lotus Domino for our e-mail and collaboration systems, there are number of Databases which we may make available to mobile users, CRM is one that springs to mind."

About Doncasters

Doncasters is a leading international manufacturing group supplying precision components and assemblies to major end-users in the aerospace, power generation, speciality automotive, medical, petrochemical and process industries.

The company's unparalleled range of products and processes has been developed to offer customers a broad, vertically integrated capability. Core manufacturing processes include precision casting, forging, fabrication, machining and production of superalloys. Key products include airfoils, structures, casings, rings, exhausts and combustion components for gas turbine applications and aerostructures and components for airframe applications. The company offers unique supply chain integration solutions, delivering complex assemblies and engine-ready components to its customers.

About Handheld PCs

Handheld PCs delivers fast, reliable and cost effective wireless solutions for business.

In collaboration with its customers, the Company develops wireless business strategies, selects the appropriate devices and implements packaged and bespoke mobile applications.

Handheld PCs' most popular applications include wireless email, field service, customer relationship management, and sales order processing. With a growing demand for bespoke applications, the Company is well placed to deliver strategic solutions for very specific requirements.

Extensive market knowledge and strategic partnerships with mobile operators, device manufacturers and application software developers allow Handheld PCs to provide its customers with all of the components necessary for the successful implementation of their wireless communications strategy.

Handheld PCs clients include: **Network Rail, London Borough of Hammersmith and Fulham, Volume, MRIB Insurance, British Energy, Westminster City Council** and **Hobbs**.

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