Vodafone UK field teams save time with new software on BlackBerry

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At last hand-held devices can gain quick, easy and secured access to corporate applications

Vodafone UK's mobile workforce saves time with AppSwing's new web-enablement and mobility solution implemented by Twang.net

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Integrated communications specialist Twang.net and software developer AppSwing have completed a project with Vodafone UK to increase efficiency for some of its field engineers. The project has given the field-based staff quicker and easier access to corporate applications using BlackBerry handheld devices.

The AppSwing software, which is now a model for other companies with mobile workforces, was implemented in less than six months.

The new system has considerably reduced the amount of time the engineers spend accessing back end systems. Using hand-held BlackBerry devices, the engineers can rapidly extract information from a Vodafone technology back end application, and display it in an easily interpreted form by removing non-essential data and minimising data transfer.

Vodafone has seen significant resource savings using the new system and believes that the return on investment for this product will be very rapid.

James Sumsion, Managing Director of Twang.net, explained: "Because we specialise in developing customised integrated communications systems, we immediately grasped the implications of the AppSwing product for a huge range of enterprises with mobile workforces. Following this very rapid and successful installation for Vodafone UK, we are now ready to help other organisations – large and small -– streamline their mobile communications with this elegant and customisable solution."

The AppSwing software, developed within only three months, has not required a single line of code of the original application on Vodafone UK's server to be changed and ensures that security is not compromised.

Arthur Morris, Managing Director of AppSwing commented: "Because our approach is independent of the host applications' characteristics, it is non-intrusive and does not compromise existing structures. Instead selected data is presented in HTML and can be customised to fit on any size of screen, including very small ones like the BlackBerry handheld. We are delighted to have been able to work with Twang.net and Vodafone UK on this major project. The delivery speed and success of the implementation have been a major factor and we look forward to helping other forward-thinking organisations with a mobile workforce."

AppSwing's software interrogates the application's original user interface and delivers it to hand-held devices using HTML sent over a secure Internet connection. The new HTML interface can be customised to show only those elements that users need. This allows users to easily interpret information on hand-held devices and small screens, without having to pan around an interface designed for a larger screen. Data traffic and communication costs are minimised because only the information the user needs to see is transferred

Notes To Editors

About Twang.net

Twang.net Limited provides integrated voice, data and Internet communications solutions for the enterprise. With headquarters in Newbury, the company has grown rapidly since its founding in 1998 and has operated continuously at profit.

With highly qualified staff, Twang.net is a one-stop shop for enterprise voice, data and Internet communications needs. Twang.Net can provide a wide range of Internet services, high-speed connections, Local and Wide Area Networks and voice-over-IP enabled telephone systems. The company has particular skills in supplying integrated solutions, but can also deliver individual products to augment existing communications systems. .

The company is accredited with many top suppliers including Avaya, Citrix, Microsoft, and Ripe NCC. Twang.net supplies services across many sectors and to many sizes of enterprises including international companies such as BT, Lucent Technologies, Vodafone and smaller organisations such as Newbury Building Society, Marlborough College and the Royal Yachting Association.

About AppSwing

AppSwing is a privately-held software company headquartered in Reading with sales and service teams throughout the UK as well as in Northern Europe and the USA. The company delivers connectivity solutions linking Windows enterprise applications with the Web, wireless and portal environments, without the need for recoding and in a format customisable to the smallest of screen types.

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