

# Bringing Enterprise Solutions to the Business



Scott Kohn

**COMPANY OVERVIEW:**

CSC is a global leader in providing technology-enabled business solutions and services. For 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

**CHAIRMAN, PRESIDENT AND CEO:**

Michael W. Laphen

**INDUSTRY FOCUS:**

Business Solutions and Managed Services

**HEADQUARTERS:**

Falls Church, Virginia

**FOR MORE INFORMATION:**

[www.csc.com](http://www.csc.com)

**BLACKBERRY ALLIANCE PROGRAM—MEMBER PROFILE:**

BlackBerry Alliance Elite Member

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CSC's business solutions, which are designed to connect the BlackBerry platform to SAP and other enterprise applications, help to enhance mobile productivity by putting enterprise data, reports, and other critical information at employees' fingertips—when and where they need it.

"We are seeing an increase in organiza-

tion that can provide mobile employees with the company's core business applications across the globe. In addition to having access to core BlackBerry technology and capabilities such as email push services and the ability to view Microsoft® Word®, Microsoft® PowerPoint® and Microsoft® Excel® files, they can tap into critical enterprise systems and data and use

**"Mobility is fundamentally changing the nature of how companies do business."**

*Scott Kohn Vice President of Technology and Consumer Group, CSC*

tions looking to extend the functionality and efficiency gains of BlackBerry mobility solutions beyond email and calendaring and into key business applications," says Scott Kohn, Vice President of the Technology and Consumer Group at CSC. "By integrating enterprise systems and applications such as SAP with BlackBerry core capabilities, it's possible to achieve significant gains and ROI."

CSC uses a systematic three-step approach that helps companies integrate mobility into their organization and IT infrastructure. Our "Shape, Transform and Manage" process helps ensure that organizations have a functional and reliable global enterprise solution for their mobile executives and workforce. An initial discovery phase identifies business objectives and processes so that an organization can shape and adopt customized mobility solutions that help them achieve business goals. A transformation process prioritizes projects and establishes checkpoints, ending with managed service solutions that aim to provide end-to-end oversight for the entire mobile environment.

CSC's approach has enabled companies to develop a strategic mobile environment

them to act and respond in the face of today's fast-paced business conditions.

That's the case at a Fortune 500 firm that turned to CSC to provide integration and deployment services for a highly secure mobile platform for email, messaging and calendaring functionality. BlackBerry smartphones streamlined communication for the company's global workforce and provided valuable business continuity capabilities. During Hurricane Katrina in 2005, the firm's BlackBerry smartphones enabled continued operations, while many organizations lost connectivity and business.

Embracing the mobile CRM solution on the BlackBerry platform made it possible for that company's 355 field salespeople to have immediate access to important sales and customer data. The key benefit was the productivity gains the solution helped to provide among its 5,500 smartphone users. In fact, with a BlackBerry® Enterprise Server linked to both email and SAP, new opportunities for mobile ROI were recognized.

"Enterprise mobility allows real-time decision making anywhere, anytime," Kohn concludes. "It is fundamentally changing the nature of how companies do business."