



CASE STUDY

Customer Profile

Dealer Technical Support,
Netherlands

<http://www.dts-services.nl>



Since 1995, DTS has specialized in providing technical services for office machines on behalf of dealerships that lack sufficient knowledge or resources. DTS manages the technical services for office machines for almost all of northern Netherlands.

Applications

Adobe Acrobat, Customized invoicing system.

Integrator

VWC IT Services - www.vwc.nl

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DTS Help Keep the Netherlands' Offices Running with Jetro CockpitIT™

Case Analysis

Since 1995, DTS has specialized in providing technical services for office machines on behalf of dealerships that lack sufficient knowledge or resources. DTS manages the technical services for office machines for almost all of northern Netherlands. Because DTS deals exclusively with providing technical service rather than sales, their clients have grown to rely upon them for impartial advice and expertise. DTS was having difficulty maintaining their continuously growing inventory of technical manuals. As the number of brands, models, sub-models, and yearly revisions increased, their mobile force of technicians was not able to keep their laptops up-to-date with the full inventory of inventories in PDF format. Technicians would have to download manuals to their laptops prior to each service call - a tedious and error prone process. Instead, management decided that they would maintain one centralized inventory of the service manuals. They just needed an efficient method to distribute manuals to their mobile force of technicians over low bandwidth connections.

The Solution

DTS decided to work with VWC, a premier member of the Jetro Platforms partner network, to implement an enterprise access infrastructure based on Jetro CockpitIT™ and Microsoft® Windows™ 2003 Server. Now, the entire mobile workforce accesses the centralized inventory at the DTS headquarters. Efficient use of bandwidth allows the technicians to view their documents quickly and easily without having to download local copies. Moreover, the CockpitIT™ Universal Printer instantly enabled fast and efficient printing to hardcopies without the need to purchase a third-party printing solution. Pleased by their initial results, VWC deployed DTS' customized invoicing system on the CockpitIT™ sever as well. DTS benefited by instant deployment to their workforce, centralized management, guaranteed business continuity, and protection against data loss that is inherent in the CockpitIT™ architecture. DTS is now able to manage the system with a small IT staff at the headquarters, rather than a nationwide team.

Distributor

Dupaco

www.dupaco.nl



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Future Plans

DTS is working on a plan to deploy all applications to the CockpIT™ server. This would leverage past successes to maximize benefits and minimize IT maintenance expenses for their mobile workforce.

Management is also considering opening a portal to their customer base for direct, secure access to their invoices from the DTS invoicing system.

About Jetpro Platforms

Jetpro Platforms is a leading enterprise software developer of server-based computing solutions. Jetpro Platforms solutions enable rapid and easy deployment, as well as simplified integration into existing network environments and provide a simple way to slash costs of enterprise IT, improve Security, provide remote access and ensure business continuity.



Jetro CockpIT™

Fulfilling the Promise of Server-based Computing.

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