



Find out how a global commercial real estate services company improved it's competitive advantage with a new and unique BlackBerry® solution!

"We were looking for ways to use technology as an enabler for our brokers. We wanted to find solutions that would help them become more efficient and save time. At the same time, we were very cognisant that any solution we were planning on delivering would have to be easy to use. Point Alliance partnered with us to deliver an end-to-end solution. They have been a valued business ally."

Mary Ann Poplar
General Manager, IT Operations
Colliers International



Our Solution

Custom application development for BlackBerry®

Colliers worked closely with the Point Alliance team to design and deliver a solution that extended Colliers' existing SPEX Web application to the BlackBerry® handheld in an easy to use format.

Point Alliance delivered a custom solution which utilized Colliers' existing infrastructure.

Some of the core functionality of the new application is listed below:

- Secure authentication
- Contact management
- Building/Property listings and recent transactions
- Customer saved searches (based on property criteria)
- New listing notifications
- Email property fact sheets



Opportunity

Colliers International wanted to give their brokers the ability to query their corporate property database (SPEX) using wireless technology. The current database had a web front end, but users still needed a web browser to access the information.

By helping brokers react swiftly to market demands, Colliers knew it could increase its competitive advantage, and improve service to its valued customers. Because they already had close to 400 BlackBerry® handhelds deployed across the organization, Colliers wanted to leverage their existing investment to deploy new wireless applications.

Client Snapshot



As a global affiliation of independently-owned real estate services firms with 12,700 employees in 294 offices in 61 countries, Colliers is able to provide expert local real estate advice wherever their clients need them. As early as 1986, they joined together commercial firms in Asia, Canada, the United States, Europe, the Middle East and Africa to provide consistent, superior service in multiple locations.

Today, Colliers is one of North America's largest commercial real estate service companies and a major presence in the international commercial real estate industry.

To learn more about our valued client, please visit their web site at: www.colliers.com



Outcome

SPEX for BlackBerry® has been rolled out internationally to Colliers' brokers. This solution provides significant productivity benefits as brokers are able to access critical business information while on the go.

Colliers International can point to a number of benefits this solution has provided, including:

- Quicker response to customers
- Immediate access to property information
- Ease of use and availability
- Increased productivity of brokers
- Improved customer service

Colliers has definitely given itself a competitive advantage in the marketplace.

Point Alliance and BlackBerry®

As a BlackBerry® Alliance Program member, Point Alliance has been implementing, upgrading and migrating BlackBerry® Enterprise Servers (BES) for our clients for since 2002. Our BlackBerry® Architects work closely with our clients to design solutions that will seamlessly integrate with their back end data.

Point Alliance develops and integrates custom Java ME BlackBerry® applications with back end databases such as IBM® Lotus® Domino®, Microsoft® SQL Server, IBM® DB2®, and Oracle®.

This expertise comes from both understanding the BlackBerry® Enterprise Server as well as complex email and network infrastructures. Point Alliance's relationship with Research in Motion dates back to the initial BES beta program and Point Alliance staff have participated in the coding of BES service pack releases.

We have implemented BlackBerry® Enterprise Servers for clients as small as one user to over thousands of users. Our goal is to transfer as much knowledge as possible during these projects, so that the client is self-sufficient once the environment has been configured and is up and running in production.

Professional Services

Our services include:

- Custom application development
- BES implementation
- Training
- Support
- BES upgrades
- BES disaster recovery planning
- Network analysis



Sample BlackBerry® Projects

Point Alliance has completed BlackBerry® projects across North America in the following areas:

- BES implementations and BlackBerry® roll outs
- BES upgrades/migrations
- BES disaster recovery planning
- Extending applications to BlackBerry®
- CRM applications
- Property management applications
- Time and billing applications
- Service request applications