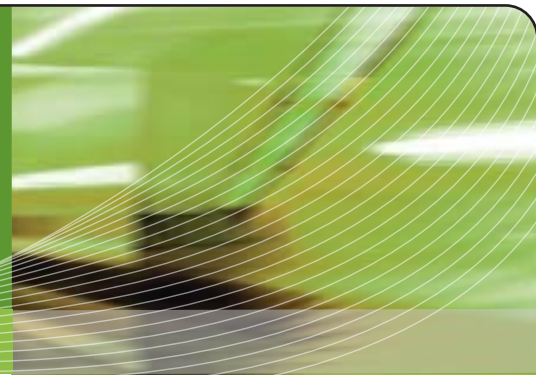


# Coca-Cola Consolidated Embraces Mobility

Mobile Reach Splitware® Enhances Data Accuracy, Productivity



“We can complete a full, company-wide IT asset inventory in a matter of days compared to weeks that it would have normally taken, freeing up resources to accomplish other things,” said Greg Bivens, CCBCC Remedy administrator. “Accuracy of data has improved tremendously.”



“Case Study  
CCBCC”



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<b>Company Profile:</b>	Coca-Cola Bottling Co. Consolidated (CCBCC) is the second largest Coca-Cola bottling company in the United States, with operations in 11 states, primarily in the Southeast. CCBCC, which has its corporate offices in Charlotte, N.C., has been making, selling and delivering soft drinks for more than 100 years.
<b>Solution:</b>	Mobile Reach extended CCBCC's BMC Remedy applications to handheld barcode scanners, allowing mobile field techs the ability to manage incident tickets, inventory assets, receive assets and perform preventative maintenance tasks more accurately and efficiently.
<b>Challenge:</b>	CCBCC needed to <b>reduce the multitude of errors</b> introduced by manual entry of data during Help Desk and Asset Management processes. CCBCC wanted to <b>reduce the cost and the amount of time</b> it took to perform IT management processes.
<b>Results:</b>	Following the introduction of barcode scanners equipped with efficient, user-focused Mobile Reach Splitware™ applications, automated data entry procedures have improved Remedy® data to more than <b>95 percent accuracy</b> and a full asset inventory can now be completed in <b>days rather than months</b> .
<b>Device:</b>	Motorola Symbol MC7094 barcode scanners
<b>Application Integration:</b>	Mobile Reach Splitware™ BMC® Remedy® Service Desk BMC® Remedy® Asset Management

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## Mobile Reach

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## Challenges

On a daily basis, CCBCC Field Technicians work in the field —away from their desks — responding to problems, managing IT assets, and performing preventative maintenance on various equipment. In order to capture and store relevant information in their BMC® Remedy® Service Desk and Asset Management enterprise applications, field techs recorded data on paper and then manually entered the data in Remedy when they returned to their desks. This process yielded multiple errors, which caused problems when analyzing the data at a later time or trying to find information about a specific asset. “The biggest problem was probably the accuracy of the data,” Bivens said. “We were keying serial numbers in manually and if you transpose an ‘L’ for an ‘I’, its just not going to show up (in Remedy).”

CCBCC recognized the need to greatly reduce the data entry errors. The challenge was to find a solution that would enable field techs to capture information remotely with a process that is easy to use, that adheres to CCBCC’s existing business requirements, that is tightly integrated with BMC® Remedy®, and that is flexible enough to handle CCBCC’s application customizations.

## Solution

Mobile Reach provided a complete, robust solution for CCBCC with four mobile applications that run on handheld Windows Mobile barcode scanners. Mobile Reach’s Splitware™ middleware platform ensures secure and reliable data transfer directly between CCBCC’s BMC® Remedy® applications and corresponding mobile applications that run on Motorola Symbol MC7094 scanners, utilizing CCBCC’s secure wireless network to transfer information, making data updates immediate.

- MR Help Desk allows CCBCC field technicians to receive relevant incident tickets to their mobile devices, update those tickets or create new tickets as needed.
- MR Asset Inventory allows CCBCC field technicians to download asset records by location, presenting certain fields for review or modification, and tracking inventory action and time it occurred.
- MR Asset Receive allows CCBCC field technicians to receive assets against purchase orders, setting various fields within the asset record via droplists and barcode scans, which removes manual entry of information and greatly minimizes data errors.
- MR Preventative Maintenance allows CCBCC field technicians to update standard inventory information as well as specific preventative maintenance data on specific assets.

## Impact

CCBCC Field Technicians receive new tickets on their devices and can respond to their customers in minutes. Tasks, like updating, resolving, and creating tickets, are all performed directly from the mobile device and no longer require a trip back to the office, creating a huge impact on efficiency and the bottom line.

CCBCC Asset Management groups use barcode scanning to accurately and rapidly identify assets during physical inventory and preventative maintenance procedures. Asset records are reviewed, updated, created, and validated on the barcode scanners themselves, automatically reconciling data in BMC Remedy in real time.

“As assets come in, and for our asset inventories, we can now simply scan serial numbers and there are no types of manual entry problems,” Bivens said. “Our field techs use the scanners mostly and it has greatly improved their production. Normally, asset inventories at our different facilities would take a week to go through. Now, they go through in a day or so and there is an immediate update. Efficiency and accuracy are much improved.”

The Mobile Reach solution has significantly improved CCBCC’s IT Management operations by streamlining the tasks of their mobile workforce and improving data integrity, while aligning directly with CCBCC’s existing enterprise application requirements. As a result of the Mobile Reach implementation, CCBCC can make better use of its BMC® Remedy® investment and can utilize existing staff to accomplish additional IT projects, increasing the value of its IT environment.



For more information about Mobile Reach Software solutions or services, visit [www.mobilereach.com](http://www.mobilereach.com) or contact us at:

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