

Customer Success Story

eBay

INDUSTRY

- Retail / E-Commerce

“The Mobile Reach product has exceeded our expectations. Mobile Reach has been very flexible and responsive with our constantly changing needs.”

- Tim Lee, Data Center Asset Control, eBay®, Inc

KEY BENEFITS

- Asset Data now 95% accurate
- Eliminated delays for data changes
- Increased worker productivity
- Closer synchronization with SAP

eBay is the World's Online Marketplace® for selling goods and services. The 8 data centers at eBay use over 41,000 servers to provide support for ebay.com and paypal.com web sites. eBay's server assets have doubled in two years and similar growth is expected to continue over the next several years.

Prior to implementing their Mobile Reach solution, eBay used a standalone barcode scanning application to capture and check IT asset data. This system required separate administration and forced a 24-hour delay to availability of data in Remedy. eBay needed a replacement system to meet existing and future demands of their business.

DEVICES

- iPAQ hx2750 scanning devices
- Symbol 8800 barcode scanners

eBay had very specific requirements, including:

- Directly connect data from the scanner to BMC Remedy without requiring a separate step
- Use security and login information from BMC Remedy on the barcode scanners
- Provide two-second response time on searches against 30,000+ assets on scanner
- Allow full-function off-line operation and direct synchronization with Remedy on demand
- Implement a scalable solution to handle eBay's continued growth

MOBILE REACH PRODUCTS

- Splitware for Mass Receive
- Splitware for Mass Update
- Splitware for Asset Inventory

Mobile Reach implemented a custom solution to meet eBay's requirements. An added bonus was an easy installation requiring minimal ongoing administration! The three applications – Asset Inventory, Mass Update and Mass Receive – are currently used heavily at multiple sites.

eBay's Asset technicians are now able to scan an asset's tag, serial number or host-name and review or modify the associated Remedy asset record, including related power-circuit information, directly on their barcode scanners. Even with a very large data set, search times are constant and under two seconds, providing an excellent user experience.

Warehouse and Receiving dock technicians are able to quickly apply changes to a large number of assets through their Mass Update and Receive mobile applications. Each user updates approximately 250 assets per day.

With Mobile Reach, eBay has been able to double their server assets in two years while maintaining technician headcount, improving database accuracy and increasing worker output! Improved workforce efficiencies and increased data integrity enables eBay to make smarter purchase and management decisions every day.



Mobile Reach

