

BlackBerry Customer Success - Technology



Success On BlackBerry

Industry: Technology

Region: Americas

Company Size: Small Business – 20 Employees

Email Environment: Qmail/Postfix

Type of Solution: BlackBerry® smartphones and BlackBerry® Internet Service

Shiftboard, Inc.

“Without the BlackBerry Internet Service and our BlackBerry smartphones, we would be hindered in our ability to deliver this kind of rapid response to clients.”

~ Bryan Lhuillier, Founder & Chief Product Officer, Shiftboard, Inc.

Company

Shiftboard, Inc. (Shiftboard) develops and provides online scheduling software that allows workers to manage credentials and be assigned or self-schedule their work shifts in near real-time. The software is used by business, healthcare, education, non-profit and government organizations.

Challenge

Shiftboard wanted a wireless email solution that would deliver highly reliable push email to a smartphone, allowing the company's support staff and Founder & Chief Product Officer to stay connected and highly responsive to customers while mobile.

Solution

Shiftboard initially deployed a BlackBerry smartphone with BlackBerry Internet Service for the Founder & Chief Product Officer. Shiftboard noticed an increase in productivity and has since deployed four additional BlackBerry smartphones.

Shiftboard's Results

- Enhanced productivity helps to eliminate the need for administrative support staff
- Remote IT administration enables fast issue resolution
- Strong client relationships forged from rapid response
- Contract negotiations with new clients moving quickly

For additional BlackBerry customer success stories, visit www.blackberry.com/go/success



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