looksoftware
A division of FRESCHE LEGACY

Case Study
BakerCorp

Products
newlook
lookserver
thinclient

Real-time iPad enablement of IBM i applications for mobile access for BakerCorp

"It only took 10 days of effort to get our initial version ready for delivery."
- Denise Brunner, Director of Telecom & Wireless Solutions at BakerCorp

Background

BakerCorp (www.bakercorp.com) specialize in tank, pump, filtration and trench shoring rental. Founded in 1942, they provide application expertise and equipment rental to a growing number of industries. Their core systems are IBM i based. They run Rentalman from Wynne Systems, which has been heavily modified and customized for their specific business needs.

Challenge

BakerCorp management realized that the field staff were struggling to get easy access to equipment, customer and inventory information, which is a vital part of their job. It was not only inefficient, it was also negatively affecting customer service.

They were either dialing in by cell phone to speak to someone at head office (during California business hours), or having to boot up a laptop, get internet access to the back-end system, and then run a 5250 emulator to access the data directly.

Since all the data and business logic that needed to be accessed resides on IBM i, they set about looking for a solution that would leverage the existing RPG application, and allow secure and real-time access from a tablet device.

Share:

Solution

BakerCorp selected newlook and lookserver from looksoftware to reface the existing Rentalman application and provide a modern graphical interface for the tablet. At first they selected an Android based device, but after some initial comparison tests with an iPad, they found that the iPad provided a more reliable and secure connection, and a better overall experience.

Working with a looksoftware consultant, they designed the new interface to be as intuitive and easy to use as possible. Unnecessary screens were removed, and they made extensive use of icons to take advantage of the touch-based interface. "We needed something up and running quickly. It only took 10 days of effort to get our initial version ready for delivery" enthuses Denise Brunner, Director of Telecom and Wireless Solutions.

To ensure the connection is secure, they utilize a VPN between the iPads and the internal network. "We 'Bakerized' the application so it has a consistent appearance with our website and corporate color scheme" explains Denise.

10 days from start of project to iPad application delivery

Users and customers love the new application

3,500 hours saved per month across 175 users

Results

They initially deployed the application to 60 users. "It's amazing how quickly the users learn to navigate the iPad application. Training the users takes very little time" says Denise.

Initial feedback was extremely positive. Users are able to access the system at any time and from almost anywhere using the iPad's 4G cellular and Wi-Fi connectivity options.

BakerCorp have since expanded the number of users to 175. It has been reported that each user is saving around an hour a day by using the iPad. "The users are not only saving significant time, they love using the new application" explains Denise.

BakerCorp are continuing to gather feedback from the users and enhance the application with additional functionality. "This has not only been a win for the IT department and end users, the whole company are seeing the benefits of this new technology" says Denise.

> *We selected iPad because it met all our security and usability needs...*

- says Denise Brunner, Director of Telecom & Wireless Solutions at BakerCorp

> *It's amazing how quickly users learn to navigate the iPad application.*

- says Denise Brunner, Director of Telecom & Wireless Solutions at BakerCorp

> *The users are not only saving significant time, they love using the new application.*

- says Denise Brunner, Director of Telecom & Wireless Solutions at BakerCorp

---

looksoftware
A Division of FRESCHE LEGACY