



## Sector

Manufacturing

## Application

Testing and configuration of customer systems in a mobile environment

## Solutions

- Mobile Reporting
- Customer Relationship Management

## Solution Highlights

- Easy to use and portable handheld technology
- Improved efficiency and convenience
- Greater control and quick access to data for the sales force and customer
- Improved customer satisfaction leading to greater customer confidence and loyalty

## IT Architecture

- Palm™ m100 handheld
- PalmoUPS application developed by PalmoSoft with CodeWarrior 6 from Metrowerks

## Palm™ handheld computers make configuring and testing power supply easier

"Our workforce now has a handheld computer which is light, portable, durable and easy to use, saving time and increasing efficiency."

*Lionello Sacchi,  
Senior Firmware Engineer, Siel*

## The Challenge

Italian company, Siel SpA, has 80 employees and is a leader in industrial machine control. It produces uninterruptible power supply (UPS) devices that enable electrical equipment to keep running if the primary power source fails and provide protection against power surges that can damage equipment. Siel SpA faced a major business challenge because manually configuring or testing the power supply device from a PC display was not straight-forward. The manual configuration took time and using a PC was not an easy mobile alternative. Siel needed an improved, fully mobile, connectivity solution for their sales force that combined efficiency with ease of use.

PC-based options were immediately ruled out

because they did not provide sufficient mobility or flexibility and so Siel turned to the Palm™ platform to provide the answer.

## The Solution

Siel SpA developed an application with PalmoSoft Srl (an independent technology consultancy), to run on the Palm™ m100 handheld, enabling Siel to manage the industrial machine control from the Palm display. The application, called PalmoUPS, enables the Palm handheld user to test the product in-house before it is sold as it provides quick access to the power supply display. The work force can also use the Palm handheld to save each customer's configuration, while the customer benefits from being able to interrogate their UPS simply



by using the Palm handheld. Thanks to the flexibility of the Palm platform, the Palm display can be configured to look exactly like the UPS display, avoiding the user having to learn to use two different interfaces. While the in-depth information enables the user to configure the UPS just from the Palm display. The Palm handheld can also be used to control more than one UPS at a time – speeding up the configuration process. Lionello Sacchi, Siel's Senior Firmware Engineer, commented, "For Siel, the Palm solution provides us with increased productivity as the Palm display can be used immediately to view the power supply device". He continued, "Importantly, the Palm solution enables the

customer to better control their UPS functionality. At the same time this function gives the customer a valuable add-on service from us, encouraging the customer to keep their business with Siel, a vital factor in today's market."

### Competitive Advantage

The Palm-based solution provides Siel with a tool that enables the company to manage, configure, test and control power supply functionality in a mobile environment. Moreover, Siel can backup customers' data automatically when they synchronise their Palm handheld with the company's main database to enable the company to use this information for statistical purposes and performance tracking.

**Palm Europe** – <http://www.palm.com/europe/enterprise>

**Siel SpA** – <http://www.sielups.com>

**PalmoSoft Srl** – <http://www.palmsoft.com>