

Using PerlDesk
in
Brink's Global Services

Case Study

About Brink's Company:

- As the market leader in risk management and secure logistics, Brink's Global Services have been protecting valuables since 1859.
- The integrated network of Brink's affiliates offers secure transport and associated security services to over 110 countries.
- Brink's transportation services include armored trucks and trailers, secure air and sea freight, air charters (fixed wing & helicopters), couriers and armed messengers.
- Brink's global footprint is unmatched by any other company in the secure transportation industry.
- For the banks, financial institutions, governments, mines and the diamond and jewelry industries, the Brink's name is synonymous with trust, integrity, security and world-class service. We hire and train the best people; we have invested in specially-developed software and telecommunication links, so that we can provide you with the highest levels of security service and accountability.

The Business Challenge:

- To organize express deliveries at an extremely high level of security.

Solution:

- Leveraging technology for the needs of our core business is our recipe for success.
- The Brink's Global Services division of Brink's (BGS) uses a home made application for the processing of international shipping orders.
- Our application is powered by a number of commercial products, from different vendors. The system is running in over 30 computer centers on four continents and is supported by an in-house BGS-IT Support Team.
- Complex business, based on technology and information-rich systems requires a close care of the in-house IT team. Communication with the business users is important. Some issues require immediate attention, while others need to be planned for scheduled implementation.
- We are a global support team, working for a global community of business users. It is only normal in such situation to expect that the team has to rely on a problem tracking system. PerlDesk was our choice, the solution for our needs to track problems and to manage change requests.

Results:

- Brink's Customer Service is at least one level above the competition.
- Control and security are of utmost importance in our business. BGS IT applications assure that we stay at the top.
- We made our choice for PerlDesk at the end of year 2004. Today, at the end of 2005 we do not regret this choice. Our business users share the same view.
- Our shipping application is a success story within the success story of Brink's core business. We believe that PerlDesk serves us well to keep and expand this success.



More about Brink's Company

Since its establishment in Chicago in 1859, Brink's Incorporated, a corporate group with worldwide reach, has been one of the leading contacts for business clients when it comes to security. The world's oldest and largest security transportation company has since then been offering a number of risk management services, and has set the standard for the industry. Since 1962, Brink's has been transporting valuables in 120 countries with branch offices in 53 countries, and its overnight service connects the world's financial centers. What UPS, FedEx, DHL and others represent in the transportation of general goods, Brink's represents in the area of valuable cargo. Brink's offers comprehensive services from pickup to the timely delivery of cash, diamonds and jewels, precious metals and important government documents.

Besides armored vehicles and well-trained employees, the worldwide organization of highly secure express deliveries demands optimal processes and an efficient infrastructure. Delays, losses or erroneous deliveries are not tolerated in this area of business; reliability is paramount. As a result, Brink's has created a powerful information technology for the processing of international shipping orders. The system, developed in-house, is based on SQL Anywhere Studio database technology from iAnywhere running on the Windows 2000 operating system. It is currently live in over 30 computer centers on four continents.

Paibul Chanawatr, IT Director of Brink's Global Services, London, says:

"Security, reliability and speed are the keywords we value most. When the goods reach the destination safely, and when our people have safely returned to their homes, we know that we have done a good job. We are leveraging Information Technology to the needs of our business, with the ultimate purpose of improving control and security. The value of our information systems for the business cannot be underestimated. PerIDesk helps our team better support the business user community and it also helps us to plan and manage evolution of our IT systems".

The BGS IT Team

The success of BGS core business would not be possible to the same extent without a close involvement of BGS IT Team.

BGS employ a small number of skilled engineers and managers located in a number of sites worldwide.

The core of BGS IT team is located in Dallas, Texas. The management and the business support are provided from Dallas, Antwerp and London.

Mr. Joseph Eyal, President and Managing Director of Brink's Global Services, says:

*"In our core business and in IT as well, we employ the best people available. We simply cannot afford otherwise. The quality of our staff and the quality of systems we use for the daily business are part of what we call **The Brink's Difference**. These are the differentiating factors that make our customers entrust their goods to us, and to choose us over the competition time after time".*

Challenges

Covering the IT needs for support of a global business by a handful of engineers and technicians is not an easy task.

Whatever the hour, whatever the time-zone – we are always there, ready to assist.

The global scope creates not only the challenge of global timezone coverage, but also a need to communicate with people of different languages and cultures.

Communication is utmost.

It is not possible to communicate well about a large number of issues with a large community without a good Help Desk system.

Kwan Tran, manager of the BGS IT development and support team in Dallas, says:

“PerlDesk is not the only Help Desk system we have ever used. However, from the very first day of its introduction, the team appreciated the simplicity of the system and its openness. We got the system up and running in just a couple of days. Upgrades are usually smooth. New features are being introduced periodically. And most important, we have a good visibility of the issues outstanding and of the workload offered to each one of the members of our team.”

HelpDesk system evaluation

Having worked for a certain period with a home-made system for tracking changes and issues, we decided to research the market for commercial applications that would cover the challenges in the best possible way.

We examined a number of Help Desk systems, including one that was and still is already in use in an adjacent division of Brink’s.

Surprisingly, in the large number of commercially available systems, we didn’t find so many products that would at the same time assure all that we need and expect from them: simplicity yet covering complex needs, flexibility and robustness, a good support by the vendor, openness, modest system requirements, a reasonable price.

PerlDesk was one of the small number of products that made it into our short list.

And PerlDesk won .. against applications of bigger vendors.

Why PerlDesk?

We chose PerlDesk exactly for the reasons listed above.

No other system allowed us free access to the sources without a risk to ruin everything by touching it at the wrong place.

With no other system did we experience same ease of installation, support and upgrades.

And all this without allocating a fat budget.

David Hiskiyahu, a Senior Project Manager at Brink's Global Services says:

"The close involvement and the caring attitude from the PerlDesk development team that we experienced while evaluating PerlDesk made the decision easy. We suggested changes to the system and literally in a number of weeks these changes were implemented in the generic version of PerlDesk. This openness of PerlDesk source, and the open dialogue with the vendor makes a great difference for us. On top of the powerful features offered by PerlDesk, we were able to setup OLAP reports using Business Objects software. The tool has proved its openness in practice. Being able to modify the source code and to contribute improvements to the PerlDesk teams adds an important direction to the factor of our satisfaction with the system. "

Us and Them

'Use and Them' might not be the right title for this section. It sometimes feels like 'Us and Us' .. at least when looking at how much the PerlDesk development and support team care and are willing to help when it comes to troubleshooting.

This must be because we all want to achieve the same – a product that covers our needs in the best possible way.

We have closely worked together when solving problems, and made many suggestions to the roadmap. The openness of PerlDesk management and team surprised us in the beginning. However, we got used to this attitude and take it for granted now. If we need it – they will make it!