

CASE STUDY: Herron Todd White

Time is money when you're dealing with the banks, which is why nationwide valuation firm Herron Todd White has embraced a fleet of Ultra Mobile PCs from Tegatech.

Herron Todd White is Australia's largest independent property advisor and the major banks rely on its valuations when arranging mortgages. The pressure to provide fast and accurate valuations directly from the field saw Herron Todd White turn to Tegatech when rolling out more than 100 Samsung Q1UP Ultra Mobile PCs.

"We work in a very technology-driven industry. The quicker we can get the valuation done, the quicker the banks can approve a mortgage and therefore gain or retain a customer," says Herron Todd White enterprise architect Darren Oliver. "We've got 300 valuers spread across the country and time really is money in our industry, which is why Ultra Mobile PCs are perfect for us."

Herron Todd White's valuers originally used Pocket PC devices, but the move to Windows Mobile 5 saw the valuation software slow to a crawl. Rather than rewrite the application for Windows Mobile, the company went in search of a true Windows-based solution that didn't require reinventing the wheel.

"Our valuers didn't want to carry around bulky 12 or 14-inch Tablet PCs when inspecting properties, they just wanted something small that would happily run our Windows applications," Oliver says.

"Our office environment is built around Lotus Notes, so the move to a Windows-based Ultra Mobile PC like the Samsung Q1UP means we can run the same applications on our desktop machines and the UMPCs. We got it all up and running very easily. In fact, the UMPCs are powerful enough that, back in the office, our valuers can run a Citrix session whilst plugged into a desktop keyboard, monitor and mouse. They really appreciate the flexibility of using the same device in the office and out on the road."

The Samsung Q1UP is a tiny all-in-one tablet-style computer, weighing a mere 860gm yet running a full version of Windows in the form of XP Tablet Edition 2005. Unlike a notebook UMPCs lack a traditional keyboard, instead the Samsung Q1UP features a split QWERTY keyboard alongside the screen. The Samsung Q1UP's generous 7-inch display allows Herron Todd White's valuers to view a lot more information at once, speeding up the valuation process by reducing the need to scroll and flick through pages. The in-built camera makes it simple to capture photographs, while wireless internet access allows valuers to enter data straight into bank websites when necessary. Printing documents from the Samsung UMPCs is also much simpler than from Pocket PC devices.

Tegatech played a key role in helping Herron Todd White find the right tool for the job. A pool of loan devices was made available to Oliver and his team, allowing them to trial a range of Ultra Mobile PCs and rate them according to their needs. Tegatech's breadth of both product range and experience gave Herron Todd White the backing required to drive a successful nationwide UMPC rollout.

"Both Tegatech and its Ultra Mobile PCs have certainly met our expectations," Oliver says, "plus the devices offer the company a lot more freedom to do things in the future. We spend our days valuing other people's assets, but these UMPCs and Tegatech's support are certainly a valuable asset to our organisation."

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