Always-on e-mail

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Background

- Unisys New Zealand – Integration Architect (Telecommunications practice)
- Microsoft MVP Mobile Devices – annual award for community support and contribution
- Editor of www.geekzone.co.nz

Mobility

"The ability to move physically" (Collins English Dictionary)

What does it mean for business?

Having the right information, in the right time, in the right place.

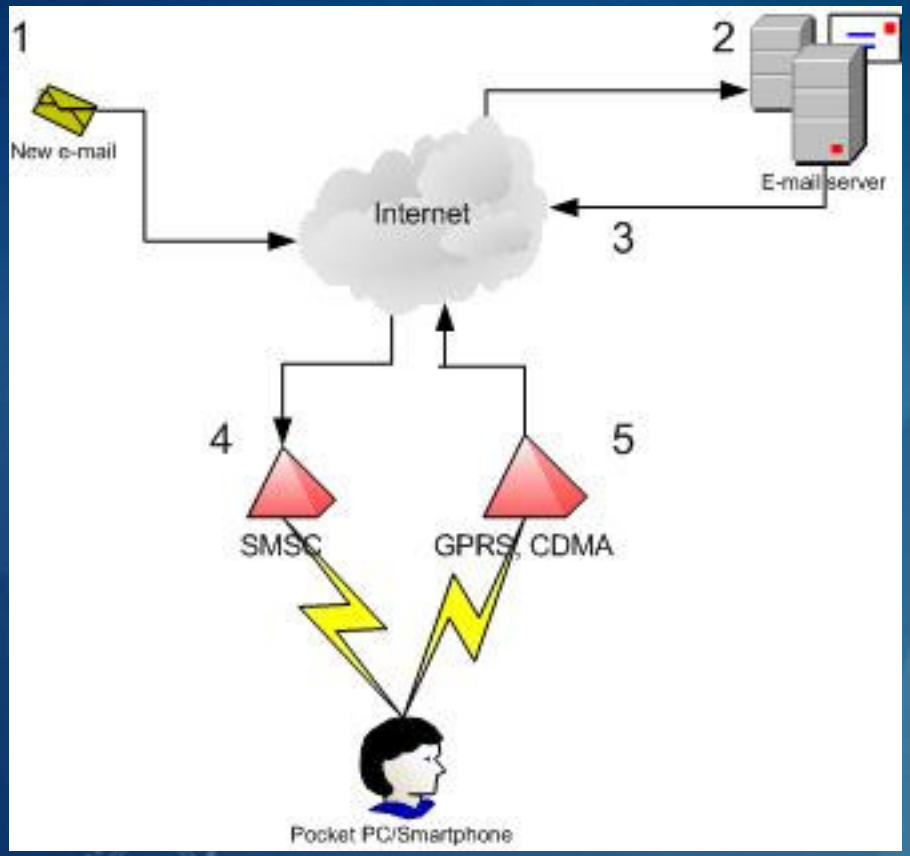
Some statistics

- O2 has discovered that 63% of businesses have no clear plans as to where they're going with mobile data.
- 7% of the total workforce are using PDAs without the knowledge of their IT departments.
- 18% per cent of IT directors don’t know what their staff are up to in terms of synchronising emails with their PDAs

Office on the go?

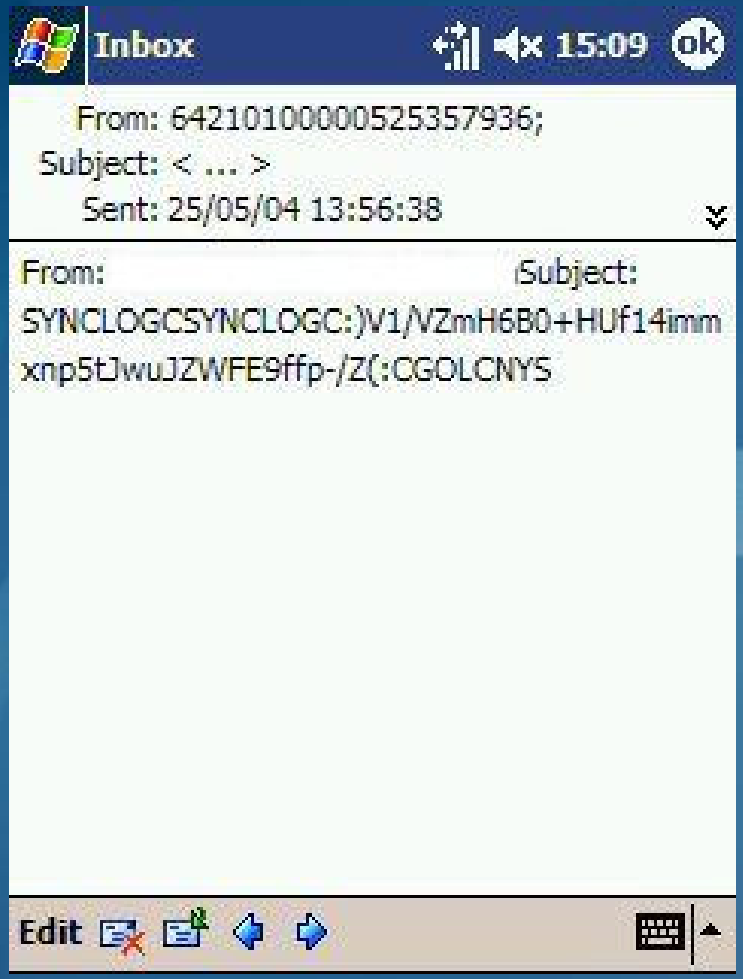
- New mobile devices can bring the standard office environment securely outside the office
  - E-mail
  - Calendar
  - Contacts
  - Specific applications
    - Collaboration
    - Project management

Push based synchronisation



- Push means the mobile device will only download data when notified by the server
- Server will send a SMS when a new e-mail is received
- Device will wake-up and start the synchronisation process using the available WAN connection

On your device



On your device

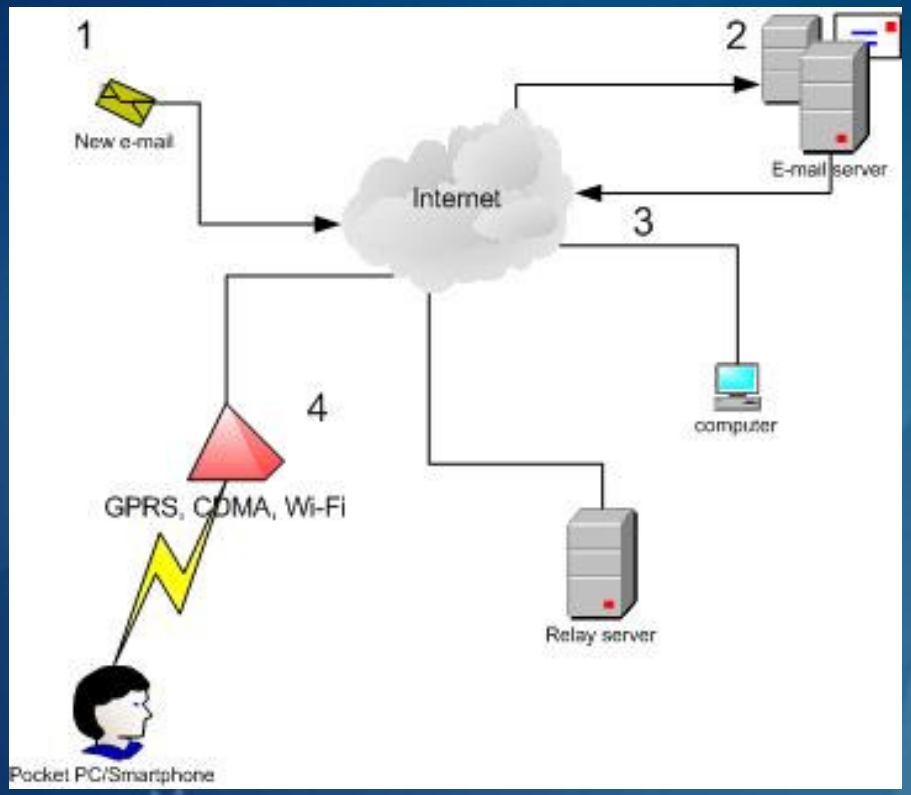
Decisions…

- Things to consider
  - Limited to Phone Edition or Smartphone because it requires the ability to receive SMS notifications from e-mail: 6421xxxxxxx@sms.vodafone.net.nz or equivalent on Telecom NZ
  - Server capabilities (Microsoft Exchange 2003) or add-on server (Synchrologic)
  - Support costs: deployed devices, server configuration

More decisions…

- Use Microsoft Exchange 2003 based solution if all devices are Windows Mobile based
- Use other solution if multiple mobile OS are in use
- Hosted solution available if no IT infrastructure is available. Both Vodafone and Telecom New Zealand have this type of service

Other push

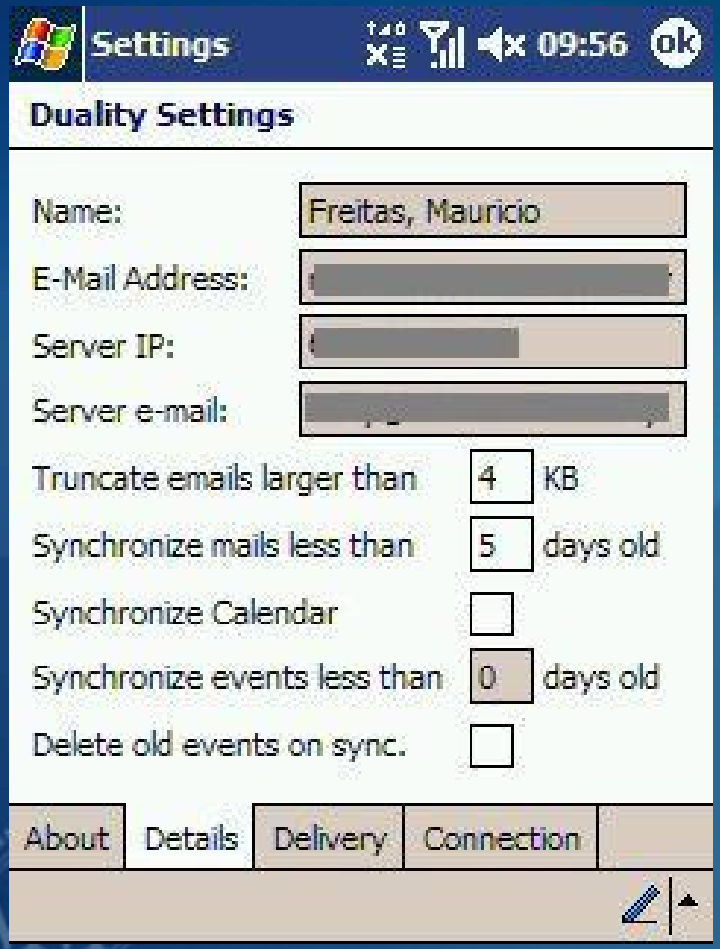


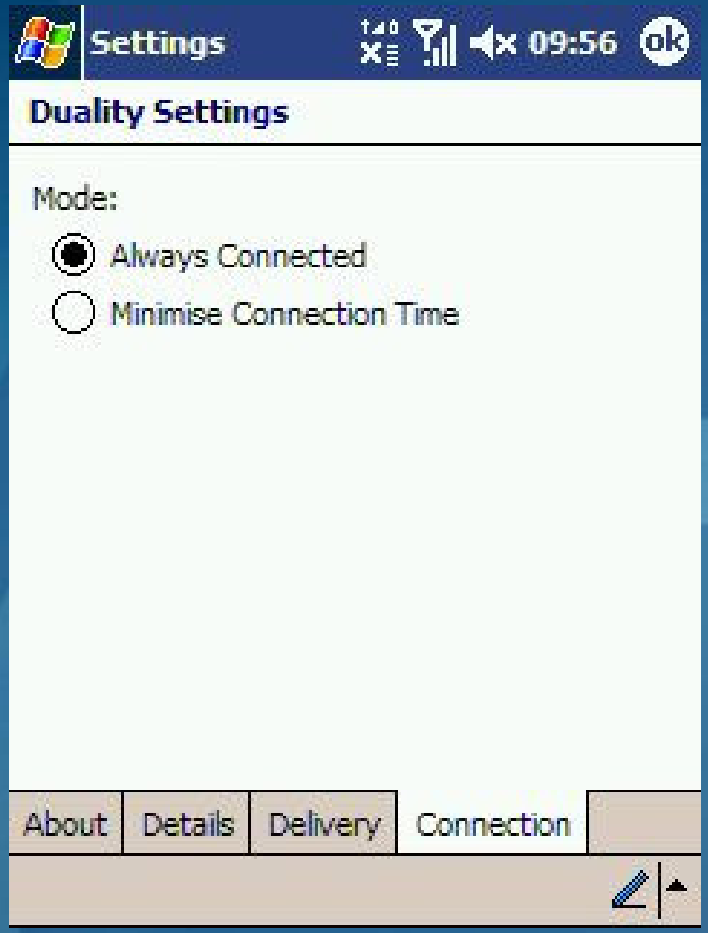
- Mobile device opens a connection to a proxy server
- Proxy server will receive forwarded e-mail from actual e-mail server, either via redirector or rule-based server action
- Using the previously open connection the proxy server pushes the e-mail down to the mobile device.

Decisions…

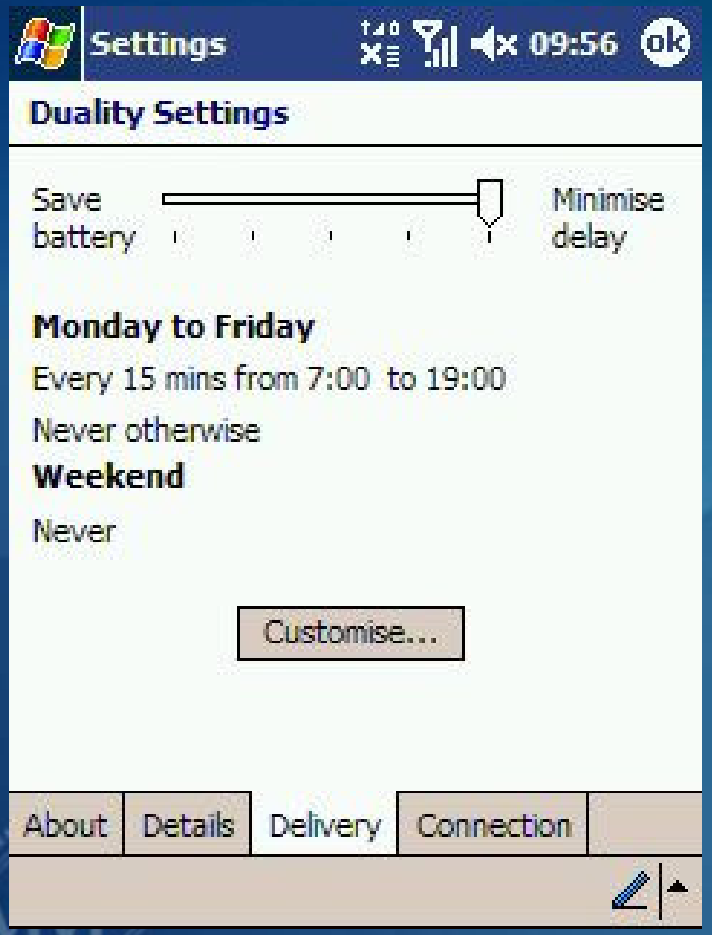
- When to use it
  - Some sort of connection is available (GPRS over Bluetooth, wireless LAN, cradle)
- When not use it
  - Security considerations: although encrypted end-to-end, communications go through a third-party server

On your device





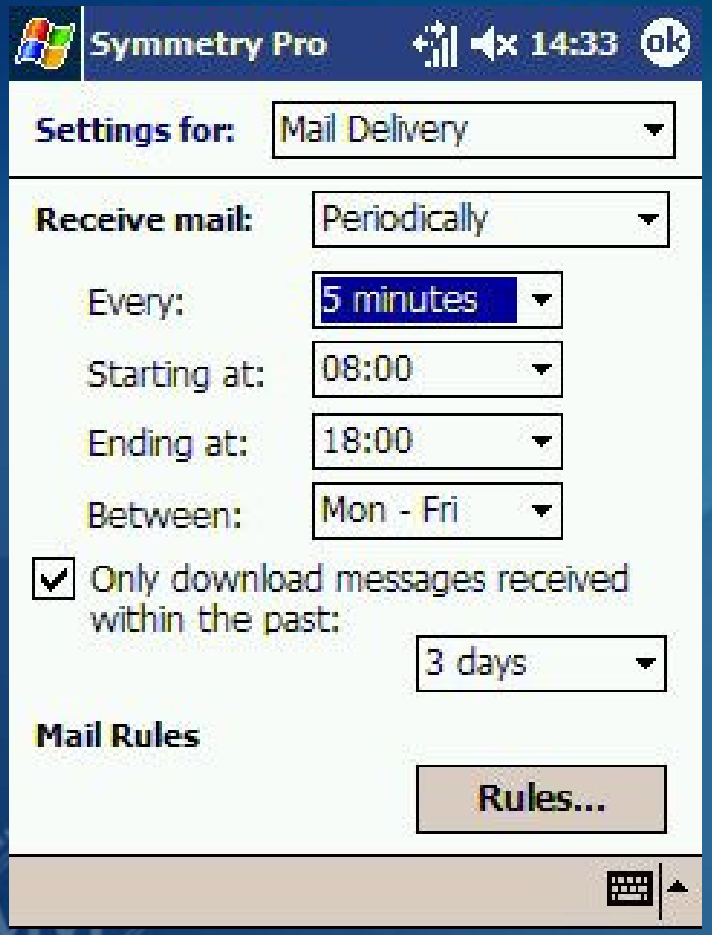
Other solutions



But why this?

- “I don’t need this, my device can be configured to connect to the network every <insert minutes here> minutes”
- True, and this is the cheaper solution. But if your server is behind a firewall, access may not be possible

Other solutions



Tools

- The full article on Geekzone contains links to each of the tools discussed here
  http://www.geekzone.co.nz/content.asp?contentid=2898

Thanks!

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