

# A World Without Wires

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*Smart cards ... Remote asset monitoring ... Radio Frequency Identification ... Field Force Automation*

In the past, these concepts were the stuff of science fiction. But today they're the domain of IBM's wireless solutions. We spoke with Gary McCann, Solutions Sales Executive, Wireless, Canada to understand the scope of this market.

He said wireless is a hot emerging growth area because it offers:

- **Tangible business benefits.** Wireless technologies can help businesses exploit real-time synergies between their enterprises, customers, and suppliers. As they extend their IT infrastructures beyond the desktop to workers in the field, they are enjoying tangible benefits, from improved process efficiencies and enhanced asset utilization to faster speed to market and increased worker productivity.
- **Huge growth potential.** While data can't be isolated for the Canadian market, IDC estimates the number of computing-capable devices will increase to more than 10 billion across North America in just three to four years. By 2006, wireless computing is anticipated to comprise 24% of the total IT market spend.
- **Cross-industry application.** Any company with a field force or sales force can benefit from wireless technologies. With workforce mobility, workers gain on-demand access to real-time back office information from anywhere, at anytime. The result? More responsive mobile workforces, increased operational efficiency, and a compelling ROI.

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## Toronto Hydro Goes Wireless

While many industries can benefit from wireless solutions, the Energy & Utilities Sector is particularly focused on the areas of field force automation and asset monitoring. When you consider our recent win at Toronto Hydro, you can see why.

The opportunity first presented itself through Bell Mobility, an IBM Canada Business Partner. In early 2003, the BCS team worked with Bell Mobility to deliver a pilot that let Toronto Hydro's field workforce use handheld devices to retrieve and verify asset information through a wireless network. After the pilot's success, Toronto Hydro decided to roll out a phase two solution - one that would help the Asset Management organization reduce its paper-work and improve the availability and accuracy of its information.

In an attempt to control costs, Toronto Hydro considered several leading industry packages. However, these systems tended to offer more functionality than the organization required, and did not meet its budget constraints. Which is why it turned to IBM for a customized solution.

After gaining a comprehensive understanding of the client's needs, BCS turned to the Toronto e-Access team to develop a tailored application - one that enables the client's field force to operate its handheld devices in both connected and disconnected modes. The integrated solution consisted of a Bell Mobility 1X Network,

IBM WebSphere software, and ruggedized handheld devices, which were supplied by IBM Business Partner, Intermec. The e-Access team provided the custom application development using an IBM Framework called Consumer Device Services to speed up development. Thanks to BCS and this cross-LOB team, Toronto Hydro obtained an industry-leading wireless solution to fit its business requirements, support an incremental rollout, and reduce its total cost of ownership.



### About Toronto Hydro Corporation

In business for 93 years, Toronto Hydro Corporation operates four major wholly-owned affiliates: Toronto Hydro-Electric Utility Limited is the regulated "wires" affiliate and the largest municipal electric distribution utility in Canada. Toronto Hydro Energy Services Inc. is a leading Ontario retailer of energy products and services. Toronto Hydro Telecom Inc. provides data communication services within Toronto. And Toronto Hydro Street Lighting Inc. provides street lighting services for the City of Toronto.