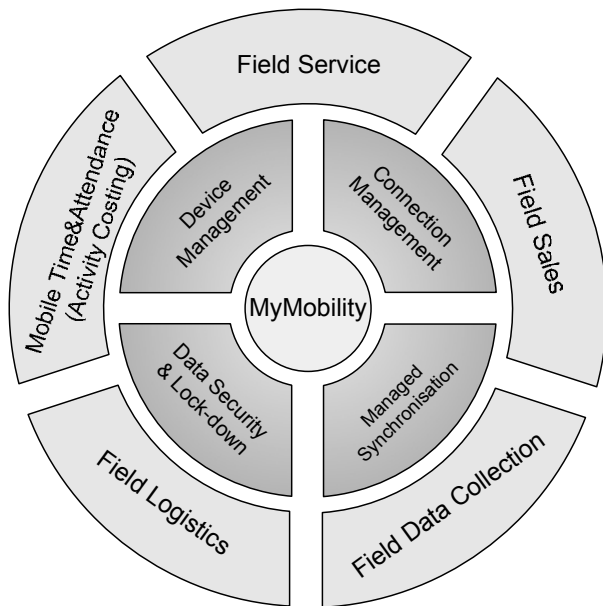


Mobile Solution Whitepaper

MyMobility Solution Framework



What constitutes an always-available Mobile Solution?



At the core of every mobile solution are the following critical components:

Connection management

- ❖ Mobile solutions should be always-available. In order to achieve this, the mobile worker should not be aware of breaks in network connectivity or changes in network coverage. Connection management ensures that the mobile solution operates whether the device is connected to the network ('live') or 'offline'.
- ❖ This is achieved by means of smart mobile hardware, which allows for the complete Mobile Solution to operate from the mobile device, and all information needed by the field worker is stored in a secure mobile database for instant access.

Device management

- ❖ The ability to remotely control both the mobile devices hardware and the installed software is paramount
- ❖ This ensures that mobile workers always receive updates and the organisation is alerted of faults, without the worker having to 'return to base'

Data security

- ❖ Mobile devices contain large amounts of sensitive data and company IP, therefore security is critical
- ❖ Lock-down ensures that a device and all its data may be remotely deleted if lost or stolen, ensuring that the information is never compromised

Managed Synchronisation

- ❖ Information is automatically synchronised between the traditional line-of-business systems (eg. the help-desk or ERP system) and the mobile devices in the field, and the frequency of this communication process may be controlled centrally.
- ❖ The synchronisation process is hidden from the user and takes place by intelligently splitting the information into small packets, thus ensuring that the communication channel is never broken even in areas of poor or intermittent network coverage.
- ❖ The transparent and continuous synchronisation of information between the organisations central systems and the mobile workforce ensures that all processes including individual tasks and events within the workflow are maintained and closely monitored.

It is this rigorous monitoring and control of the workflow as it extends seamlessly out to the customer face and into the back-office, that offers a true competitive edge to the modern organisation.

