

## general specifications

## business software solutions



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## Introduction

Less costs, shorter response times and faster turnover realisation together with detailed information about clients and products fit actual market requirements and are nowadays keys for an enterprises' success.

For the technical data integration of mobile field service and sales engineers into companies data processes, "mobile only" offers mobile business solutions to reduce enduring costs. For the field of m-commerce, these solutions offers, already at present, practical and tested solutions.

Part of the software solutions are organizer solutions for trade (**moTrade**), for field service (**moService**), for delivery services (**moLogistic**) and a solution to be used for hospital and mobile care services (**moHealth**). All solutions are available for iOS-based and WindowsMobile-based PDAs, Smartphones and Windows-based Laptops, PCs and UMPC's (NetPC's, Origami PC's).

## Objectives

So far employees, mainly being active locally at the customer e.g. in sales or service, could be supplied only with a high expenditure on capital assets at hardware and software with up to date information. Beside the possibilities of data alignment using mobile radio (e.g. up to date technical customer data in field service or sales) many requests left open regarding speed and costs.

Based on these experiences and recent developments with hardware and with mobile radio techniques with these solutions the possibility is opened for optimizing existing operational sequences within all ranges of field sales and field services.

Functioning operational sequences are not to be fundamentally changed with these software. An objective however in any case is to simplify business activities fundamentally. Information deficits are diminished by mobile data alignment. Long during updating of data in a company is avoided, so that know how and time can be used substantially more efficiently.

## Functional principles

Low cost handhelds serve as mobile computers for field service and sales engineers. Handhelds have developed to enormous arithmetical machines and they offer, with additional modules like barcode reader, digital camera or mobile printer, unbelievable possibilities in distribution and service processes.

### **Step 1: Offering information for field service and sales**

As long as information are not set completely new out in the field, the following procedure might be the right one.

The required data for field service and sales are composed in an existing business application (Enterprise Resources Planning System [ERP], Dispatching-System etc.) or feed into, and it could be any content. Even a web based interface for data-input is possible alternatively. All information is distributed to the respective engineers.

The manager of field service resp. sales, who distributes the instructions, is always informed up to date about the state of instruction process. By interface the information is handed over from the specific in-house system (e.g. Navision, Baan, SAP, Mesonic etc.) to a communication server (recommendation: unix-based server-system, Linux as well).

This communication server works as temporary memory for communication of certain data. Therefore it is equipped with an SQL-Database (Oracle, Informix etc.; recommendation: "MySQL"). Additionally, it supervises the synchronisation between PDA and inhouse solution, it keeps a record of each gap and data breaking off, and has firewall web server functions.



## **Step 2: Transmission of information to field service and sales engineers**

Provided that the information is available at the communication server, the engineers become informed about new information automatically. The notification runs with either

1. automatic generated E-mail
- or
2. automatic generated SMS

to the mobile phone or to the organizer with phone module.

The field service or sales engineer carries out the synchronisation process. Therefore he builds up, based on GSM, a connection to the communication server and receives the necessary content. Using mobile phones and organiser, the appliances communicate using Bluetooth<sup>®</sup>, an IRDA (infrared) or V24 (serial connect).

The organiser stores the information in its own database and finishes the mobile connection. Now the engineer is able to use the information locally, without a permanent connection to the communication server ("offline concept"). Therefore, **mobile only** business software solutions are of interest for places with low or without possibilities of radio transmission, too.

With additional software, our products are able to broadcast the data crypted. Because of optimized application design, the performance is, in spite of being coded, rarely reduced.

The software products of **mobile only** can be implemented as "online variant" as well. Even mixed concepts are possible and have already been implemented.

### Step 3: Data processing and data return

The received information can be read, changed and completed with the service results. The mobile client software saves lots of letter work. Options fields and dropdowns support the colleagues as well as the possibility to register items or orders via barcode.

The barcode possibility of mobile only business solutions needs a barcode reader, which is available if needed for different models of handhelds (not for iPhone at th moment). The customer can sign into software seized orders on the Handheld. Costly forms are dropped. All customer information and digital signature are usable immediately.

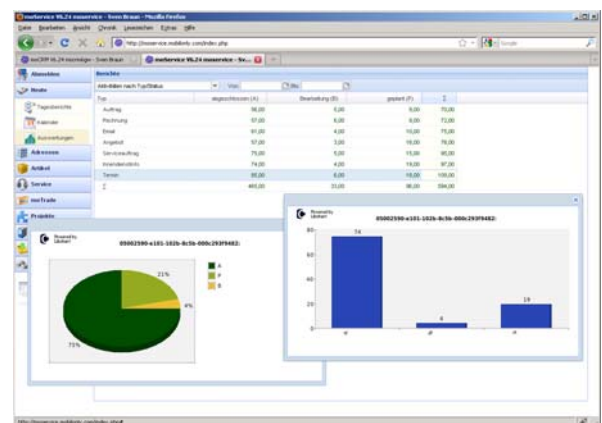
Nevertheless the customer has the possibility of receiving an automatic voucher about the service employment. The voucher can be send as E-mail or fax and is user-referred adaptable.



Of course, one has the possibility to register new orders in the PDA as well. For the avoidance of excessive clerical work a more comprehensive data collection is offered on the PDA (e.g. all customers, all articles etc.). With these software and a relational data base in the organizer data sets of more than 50,000 data records can be managed without problems. The collected data are transferred back e.g. as new order. They are available in the company thereafter immediately.

The back transmission of the information added by the results of working takes place similarly to the data reception. After connecting the communication server receives the data. An intermediate storage process takes place.

A received data record with appropriate status information is indicated to the dispatcher. Here the workflow of the user determines, how to continue to proceed with the information. Automatic invoicing suggestions, manual releases, automatic delivery into the stationary EDP or manual reading in as well as many further proceedings and variants can be implemented simply and without problems due to the open concept of the software.



## Components of the field service control solution "moBusinessLine"

For handhelds mobil only has developed with up to date programming techniques an extremely flexible, applicable software solution. The solutions of the business solutions are available for handhelds with the operating systems *iPhone OS* as well as *WindowsMobile*.

Their software solutions consists of a "backend" with SQL data base ("*moServer*"). In addition a client software comes for the organizer. All interfaces to an installed ERP system of the customer and/or to the archive system are provided by mobil only independently or in cooperation with the respective software partner of the customer.

- „*moServer*“ is used, in order to ensure communication between the inhouse system and the handheld users. Beyond that, defined status information can help to inform in the company anyone about the conditions of individual order parameters locally. In the case of the data back transmission of processed orders, "*moServer*" produces automatically a voucher on the customer signed and in the PDA stored positions. This voucher can be sent the customers automated by mail or fax.
- The respective client software of the software are adequate and independently executable programs for handheld computers, specialized for the respective operational area (e.g. trade or service). Our products can store the received information completely independent and work without everlasting portable radio connection (offline principle). In this way activities of the field service are captured and signed if necessary by the customer on the display of the handheld. These information arrive at a later, arbitrary time by portable radio alignment back into the company. Here the information can be processed immediately.

These solutions supports all mobile radio standards like GSM, HSCSD or GPRS for data transmission; UMTS, HSDPA, ... will be possible as well. Data communication at the enterprise intern network is also possible with direct connection (with network cards), wireless LAN or Network-Cradles.

The basis for contents and functions of the mobile field service and sales solution "**moBusinessLine**" is the existing workflow of the user. Standards in layout and functionality serve only as basis, which already covers a large part of the necessary function range in many cases. Thus, different versions of "**moBusinessLine**" have been developed, orienting at the requirements of the respective operational area.

- "*moService*" offers optimal features for field service.
- "*moTrade*" supports optimally your selling process (with CRM-features).

## Benefits of mobile onlys business solutions for users

- simple use of the system,
- simple administration of the system,
- consequently short educational work,
- dynamic solution,
- simple customising of layout, content and functionality,
- data base independence,
- usage of state of the art programming techniques and languages,
- by use of standards high investment security and expandabilities of the system,
- by using relational SQL data base and state of the art techniques: within the solutions, the software can be integrated into almost any stationary ERP system;
- the existing ERP environment of the user must not be changed, but is only supplemented around field service communication,
- direct interconnection to a document management system for automatic voucher archiving is possible,
- planning manager masks as web-based backend is available,
- coded data communication possible,
- support of all mobile radio standards for data communication,
- economical mobile data alignment by very fast data communication already on GSM conditions,
- support of almost all mobile devices with the operating systems iOS (iPhone, iPad) starting from version 3.5, WindowsMobile starting from version 5 and Windows XP- Windows 7,
- the initial investment is very small for the user compared with other solutions,
- no boot-procedures of the PDA when switching on and very long standby times of the batteries compared e.g. with laptop computers,
- work assignment information available locally immediately with all necessary information at the disposal independently of their place of stay,
- different information can be transmitted because of the openness and dynamics of **mobile onlys** software solutions,
- manual collections of orders or achievement vouchers are avoided,
- by direct data communication immediate processing of the information is possible,
- no long waiting for paper vouchers anymore necessary (immediate invoicing possible),
- by the status indication in the backend the planning manager is always automatically informed about the conditions of the treatment of the assigned order,
- bar code readers are supported,
- the offline concept makes the usage possible in field service or sales also at places without portable radio receipt,
- the possibility of signatures using the display of an organizers is integrated ("UPS like").
- dynamic vouchers for the customer and the company are produced automatically and sent to the customer by mail or fax.
- addresses usable in mobile navigation systems
- dynamic software layout and dynamic workflow for mobile client