

hp mobile field service solution



Today's enterprise service workforce has become increasingly mobile, and they often face the challenge of connecting wirelessly to the business data they need while on the road or at a customer site. HP's Mobile Field Service Solution can help your field service team be more productive and more responsive to customer needs by allowing them to access critical enterprise data anytime, anywhere. This flexible solution includes out-of-the-box connectors to provide secure wireless access from any mobile device to virtually all enterprise applications, such as enterprise resource planning (ERP), customer relationship management (CRM), and e-mail systems.

HP's Mobile Field Service Solution is ideally suited for those companies that need a low-risk solution. It can be initially deployed in a small pilot configuration to demonstrate the return on investment (ROI) by wirelessly enabling your service team, with the capability to scale up when you are ready to expand the program.



role base selector provides access to applications to support specific job roles

secure wireless VPN

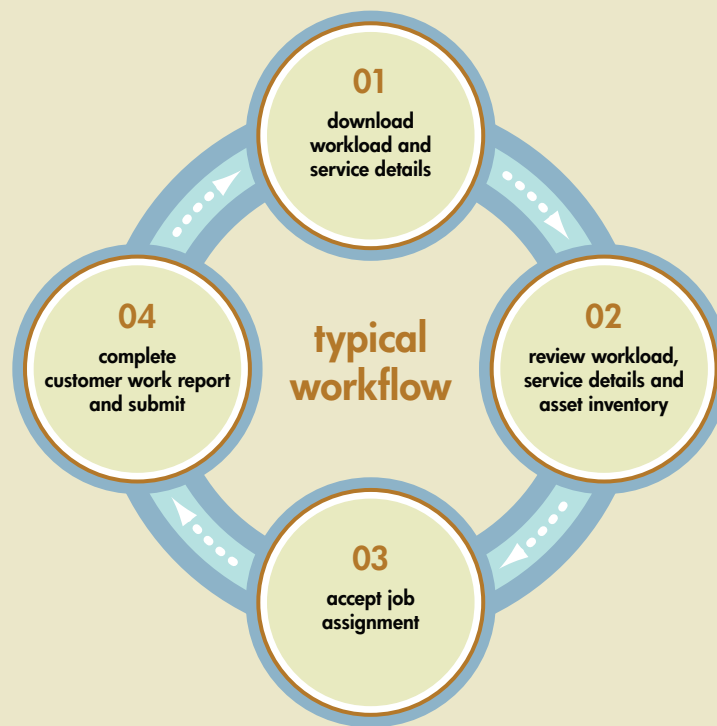
out-of-the-box integration into field service automation and customer relationship management systems (such as Oracle, Siebel, SAP, and legacy)

access logistic information from enterprise resource planning systems (for example, SAP)

receive system-generated alerts from applications or SMS

connect real time to business data and applications (online mode)

work offline and synchronize data and applications as required



what is included in the solution

HP and partners can help you rapidly deploy a scalable mobile field service solution that closely connects your mobile workforce to the office. The end-to-end solution combines the following:

- mobile devices (HP iPAQ or any PDA or laptop)
- infrastructure for your always-on business:
 - HP-UX, Linux®, or Windows® servers
 - HP storage products
 - HP OpenView management solutions
 - HP security solutions
- best-of-breed partner applications
- business and IT consulting services
- mobile front-end installation services
- enterprise application integration services
- network operator data services
- HP mission-critical support services



business benefits

Reduce costs, improve customer responsiveness, increase workforce productivity, increase revenue opportunities, and streamline financials.

service staff can now:

- reduce costs by having access to information when and where it is needed
- reduce errors by minimizing double entry of information
- improve productivity by updating and managing job assignments in the field
- decrease the overall cycle time by closing job assignments in the field
- improve responsiveness by accessing back-office applications in real time
- reduce number of calls to service the customer
- eliminate daily need to return to base

features

application:

- access, search, and download work orders to mobile devices
- update and close work orders in the field
- search work orders by number, customer name, date
- access, review, and update customer account information
- access corporate e-mail, intranet, directories, and contacts

integration:

- out-of-the-box connectors to Oracle, SAP, Siebel, Lotus Notes, and Microsoft Exchange
- enterprise application integration connectors (for example, webMethods) linking to other applications

access/security:

- connect to wireless networks (public and private) and wireline networks
- support application layer (SecurID/embedded encryption), transport layer (SSL/PKI/WTLS), and network layer (VPN/IPsec)

device connectivity:

- support Windows CE, Palm OS, Windows 98/NT/2000
- ability to work online and offline with synchronization services
- receive automatically pushed SMS alerts

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