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- Project, change and implementation management
- Business case preparation
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- Resource management
- Work allocation and dispatch
- Mobile device selection
- Mobile networks
- Field organisation
- Field engineering management
- Attendance management
- Duty of care
- Consultancy
- Full support wrap.

For more information contact:

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Background
Generating the optimal field force schedule is a highly dynamic service business. It’s one piece of the puzzle in creating service excellence.

Communicating with field workers in real-time, capturing data in the field, providing on-line access to knowledge bases and updating the schedule with task progress is key to maximising the benefits from a scheduling system. This vital communications channel is provided within BT FFA via the BT Mobile Platform.

Key decison factors to consider when examining an enterprise mobile solution include:

- **Functionality**
  - Does the mobile application provide the functionality required by your business needs? How can you ensure that mobile users will adopt the application and use it effectively?

- **Flexibility and adaptability**
  - How will the application adapt to changing requirements and emerging technologies?

- **Manageability and maintainability**
  - Once deployed, will your IT group be able to efficiently manage hundreds of mobile devices, their associated user definitions, security settings, etc.? How will software updates be delivered to mobile users?

- **Performance**
  - How capable is the solution of enabling mobile end users to access knowledge databases and diagrams, and the ability to capture the required workflow, deployed on a wide range of integration adaptors, and create new business processes that are delivered to the integrated client device? It can link in to multiple back end systems through a range of integration adaptors, and create new business processes that are delivered to the integrated client device. This application can be customer built to transform, delivered and returned in a totally managed, end-to-end process.

- **Intranet access**
  - Can mobile users reliably access the knowledge databases and diagrams, and the ability to capture the required workflow deployed on a wide range of integration adaptors, and create new business processes that are delivered to the integrated client device. This application can be customer built to transform, delivered and returned in a totally managed, end-to-end process.

**Field Force Automation Mobile Platform Features**

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<th>Mobile</th>
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<tr>
<td>Configuration &amp; client management</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>» Core management system, feature pack, options pack (optional)</td>
</tr>
<tr>
<td>WLAN / ADSL connectivity</td>
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<td>✗</td>
<td>✗</td>
<td>» Core management system, feature pack, options pack (optional)</td>
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<tr>
<td>OTS remote installation</td>
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<td>» Core management system, feature pack, options pack (optional)</td>
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<tr>
<td>OTS server management</td>
<td>✗</td>
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<td>✗</td>
<td>» Core management system, feature pack, options pack (optional)</td>
</tr>
<tr>
<td>Managed messaging with ‘push’</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>» Core management system, feature pack, options pack (optional)</td>
</tr>
<tr>
<td>Multi-application client + custom GUI</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>» Core management system, feature pack, options pack (optional)</td>
</tr>
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</table>

Total cost of ownership

What are the short-term and long-term costs of implementing, managing and maintaining the solution?

The Gartner group identifies distinct mobile user groups that exhibit common mobility characteristics and information needs:

- **Alert and message workers** need limited amounts of data such as acknowledgement of receipt, or the need to capture, update, corporate data dynamically throughout the day.

- **Field service technicians**, **field sales**, or **public-sector workers** need to receive, and possibly update, corporate data dynamically throughout the day.

- **Knowledge and power workers** need data, mainly collect field data and deliver it back to the organisational systems.

- **Highly dynamic service business** is only one piece of the puzzle. To create service excellence, the mobile application requires a high level of performance, and the ability to manage hundreds of mobile devices, their associated user definitions, security settings, etc. How will software updates be delivered to mobile users?

- **Do you expect your business needs and/or corporate mobility characteristics to change over time? Does your mobile platform support adaptability in order to track process changes?**

- **Is your mobile solution capable of transforming, delivering and returning an integrated client application?**

- **Can mobile users reliably access the knowledge databases and diagrams, and the ability to capture the required workflow deployed on a wide range of integration adaptors, and create new business processes that are delivered to the integrated client device?**

- **How capable is your IT group of efficiently managing hundreds of mobile devices, their associated user definitions, security settings, etc.? How will software updates be delivered to mobile users?**

**Mobile Option**

- **Single Mobile Option - enabled**
  - Mobile Application + single system
  - Managed messaging with ‘push’
  - End user authentication and data encryption
  - Multiple access technologies from BT and BT partner solutions

- **Multi System Mobile Option - enabled**
  - Mobile Application + multi-system enablement
  - Managed messaging with ‘push’
  - End user authentication and data encryption
  - Multiple access technologies from BT and BT partner solutions

**Summary**

- The Mobile Platform enables:
  - Multiple access technologies from BT and BT partner solutions.
  - Multi-system support.

- End user authentication and data encryption.

- Wireless data optimisation and compression.

- High availability with off-line working.

- Customised business workflow with a built-in integration adaptor.

- Over-the-air software management and device security.

- Synchronisation management with “push” alert capability.
Background
Generating the optimal field force schedule is a highly dynamic service business. It is only one piece of the puzzle in creating service excellence. Communicating with field force teams in real-time - capturing data in the field, providing on-line access to knowledge bases and updating the schedule with task progress is key to maximising the benefits from a scheduling system. This vital communications channel is provided within BT FFA via the BT Mobile Platform.

Key decisions to consider when examining an application include:

- Flexibility and adaptability
- How capable is the solution of enabling mobile end users to interact with data over limited-bandwidth, wireless networks? Can mobile users reliably access the application as they switch between different connectivity environments - online, offline, wireless LAN, GPRS?
- Manageability and maintainability
- Once deployed, will your IT group be able to efficiently manage hundreds of mobile devices, their associated user definitions, security settings, etc.? How will software updates be delivered to mobile users?

Field Force Automation Mobile Platform Features

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<td>Document compression</td>
<td>✔️</td>
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<tr>
<td>Synchronisation management with “push” alerts</td>
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Total cost of ownership

What are the short-term and long-term costs of implementing, managing and maintaining the solution?

The Gartner group identifies distinct mobile user groups that exhibit common mobility characteristics and information needs:

- User definitions, security settings, etc.?
- How will mobile users adapt to the changing requirements and emerging technologies?
- How will mobile users update their data on the go?
- How will mobile users reliably access the application as they switch between different connectivity environments - online, offline, wireless LAN, GPRS?
- How will mobile users manage their devices and applications remotely?
- How will mobile users be able to troubleshoot and resolve issues quickly and efficiently?

The knowledge workers requirements are complex - they need data from multiple sources such as job dispatch and logistic systems, driving direction, access to knowledge databases and diagrams, and the ability to work in multiple connectivity modes (wireless, cradle, desktop). The end user client application needs to be configured with the user in mind, and also needs to enforce the customer’s business processes. It must also be adaptable in order to track process changes.

The middleware layer can provide additional functionality over and above that offered by existing legacy systems. It can link in to multiple back end systems through a range of integration adaptors, and create new business processes that are delivered to the integrated client application. The application can be customer built to capture the required workflow, deployed on a wide range of devices and managed in the field. Data transmission is encrypted and compressed to manage the messaging and minimise network costs. In short, the vital business information that knowledge workers need is gathered, transformed, delivered and returned in a totally managed, end-to-end process.

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The Mobile Platform enables:

- Synchronisation management with “push” alerts
- Over-the-air software management and device security
- Multi-application client + custom GUI
- Mobile platform features
- End user authentication and data encryption
- Multiple access technologies from BT and BT partner portfolios
- Multiple device support
- Mobile IP
- Wireless access
- Decision support

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Total cost of ownership
What are the short-term and long-term costs of implementing, managing and maintaining the solution?

The Gartner group identifies distinct mobile user groups that exhibit common mobility characteristics and information needs:

- Alert and message workers need limited amounts of data such as acknowledgement of receipt, or email
- From workers (such as surveyors and inspectors), mainly collect field data and deliver it back to the organisational systems
- Knowledge and power workers (such as field service technicians, sales, or public-sector worker) need to receive, and possibly update, corporate data dynamically throughout the day.

By deploying a managed mobile platform BT can offer the optimal solution for knowledge workers finely tuned to the business of the customer.

The mobile knowledge requirements are complex - they need data from multiple sources such as job dispatch and logistics, driving directions, access to knowledge databases and diaries, and the ability to work in multiple connectivity modes ( bandwidth, crunch, data, discrete). The end user client application needs to be configured with the user in mind, and also needs to enforce the customer’s business processes. It must also be adaptable in order to track process changes.

The mobile layer can provide additional functionality over and above that offered by existing legacy systems. It can link to multiple back-end systems through a range of integration adapters, and create new business processes that are delivered to the integrated client technology. The application can be open to today's custom-built application. The application is then built to capture the required workflow, deployed on a wide range of devices and managed in the field. Data transmission is encrypted and compressed to manage the messaging and network costs. In short, the vital business information that knowledge workers need is gathered, transformed, delivered and returned in a totally managed, end-to-end process.

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<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Configuration and deployment</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>LAN, AD, roaming</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>IKE, SSL, encryption</td>
<td>x</td>
<td>x</td>
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Availability
How easy is it to evolve a solution that enables mobile and workers to interact with data over limited bandwidth wireless networks? Can mobile users selectively access the application as they switch between different connectivity environments - online, offline, cradle synchronisation, wireless LAN, GSM?

Flexibility and adaptability
Do you expect your business needs and/or corporate systems to change over time? Does your mobile application have the flexibility to adapt to your changing requirements and emerging technologies?

Manageability and maintainability
Once deployed, will your IT group be able to efficiently manage hundreds of mobile devices, their associated user definitions, security settings and device updates? How will the software be delivered to mobile users?

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- Functionality
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  - How can you ensure that mobile users will adopt the application and use it effectively?
- Manageability and maintainability
  - How will software updates be delivered to mobile users?
  - Will mobile users be able to efficiently manage hundreds of mobile devices, their associated user definitions, security settings and device updates?
- Flexibility and adaptability
  - Does the mobile platform have the flexibility to adapt to your changing requirements and emerging technologies?
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  - How easy is it to evolve a solution that enables mobile and workers to interact with data over limited bandwidth wireless networks? Can mobile users selectively access the application as they switch between different connectivity environments - online, offline, cradle synchronisation, wireless LAN, GSM?
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How can BT help?