

advanced MOBILE™

Advanced Mobile
for Infor EAM

PRODUCT GUIDE



Overview

Advanced Mobile for Infor EAM is a comprehensive suite of packaged mobile applications and modules that extend critical functionality of Infor EAM to the mobile workforce.

Advanced Mobile for Infor EAM consists of (7) products comprising four (5) mobile applications and (2) modules.

-  **Work Management**
Packaged Mobile Application
-  **Inventory Management**
Packaged Mobile Application
-  **Inspections**
Packaged Mobile Application
-  **Work Management & Inspections**
Packaged Mobile Application
-  **Infor Mobile Work Request**
Packaged Mobile Application
-  **Maps4Apps**
GIS Mapping Module
-  **Mobile Command Center**
Device Management Module

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Key Benefits of Advanced Mobile for Infor EAM include a scalable service orientated architecture and **SnapSync**, which supports both fire and forget functionality as well as request/response functionality, allowing some data to be quietly transported behind the scenes while other data is handled in a real-time fashion.



Work Management



Work Management is a fully integrated Packaged Mobile Application to Infor EAM optimized for any screen sized **Windows-based (Tablet, XP, Windows 7, Windows Mobile and Windows Phone 7)** devices that automates the processing of a wide range of field-based work management tasks:

- ▶ Add Labor
- ▶ Add & Review Comments
- ▶ Review Equipment History
- ▶ Create New Work Order
- ▶ Quick Complete Work Order
- ▶ Issue Parts & Materials

Work Management reduces labor by eliminating the need for printing and distributing paper-based work orders, while simultaneously replacing manual key entry of paper based work orders into Infor EAM with automatic wireless synchronization.

Key Business Benefits and Features

- ▶ On average, organizations experience a ROI of 3-9 months depending on the wide range of mobility automation and productivity gains
- ▶ Avoid the time, fuel cost, and vehicle wear and tear distributing and transporting paperwork between the field and the office. Synchronize data collected from the field automatically
- ▶ Save time and provide better customer service by providing real-time access to enterprise parts, orders, and inventory data while in the field
- ▶ Synchronize, review, update, and create work orders in the field through an intuitive and easy to use mobile application interface
- ▶ Electronically record labor for both individuals and/or crews
- ▶ Review documents and attachments electronically and avoid unnecessary "procedure books"



Inventory Management



Inventory Management provides real-time interaction between mobile workers and inventory information maintained by Infor EAM. Optimized for **Windows Mobile and Windows Phone 7** devices, the solution supports a variety of inventory processes and tasks:

- ▶ Bin-To-Bin Transfers
- ▶ Store-To-Store Transfers & Receipts
- ▶ PO Receipts
- ▶ Parts & Materials Issues / Returns
- ▶ Parts Lookups
- ▶ Cycle Counts

Inventory Management improves overall inventory accuracy and reduces unexpected part shortages. By automating key processes within the maintenance storeroom, organizations will benefit from efficiency savings through the integrated use of barcode scanning, electronic data input, and enabling personnel with real-time inventory information anywhere in the storeroom.

Key Business Benefits and Features

- ▶ On average, organizations experience a ROI of 3-9 months depending on the wide range of mobility automation and productivity gains
- ▶ Gain 50% performance efficiency in cycle counts, issues, and transfers through elimination of paper and use of barcode scanning
- ▶ Automate the processes of PO receiving, parts issue/return, transfers, cycle counts, parts lookup, and label printing through an intuitive interface designed around barcode scanning
- ▶ QuickFind feature enables stockroom attendant to verify system information on a part anytime, anywhere



Inspections



Inspections facilitates the dissemination of route based/ standard inspections and collection of inspection Point results via any screen sized **Windows-based (Tablet, XP, Windows 7, Windows Mobile and Windows Phone 7)** devices.

The solution supports the capture of qualitative as well as quantitative measurements, records supporting inspection findings, and automatically creates new work orders or work requests for failed inspection points.

The solution also eliminates the need for printing work and distributing manual, paper-based inspection forms, while simultaneously reducing labor costs by removing the need for key entry of paper-based forms into Infor EAM. By automating these key processes, operational efficiencies are gained while organizations will benefit from increased data accuracy, faster timeliness of data and improved customer service.

Key Business Benefits and Features

- ▶ On average, organizations experience a ROI of 3-9 months depending on the wide range of mobility automation and productivity gains
- ▶ By eliminating paper forms and replacing with interactive mobile workflow, enable inspectors to complete inspections smarter, faster and more accurately
- ▶ When an inspection point falls outside a specified limit, the mobile application will automatically create a work order without requiring user interaction
- ▶ Mobile application works seamlessly with Infor EAM's flexible inspection system, enabling the internal ability to modify inspection questions/ values and interact with updates on the mobile application



Work Management & Inspections



Work Management & Inspections

combines the functionality of the Advanced Mobile Work Management and Inspections applications into a single composite application. The combined application retains all of the features of the original applications while eliminating the need to switch between applications to perform Inspections and to complete Work Orders.

The solution is optimized for any screen sized **Windows-based (Tablet, XP, Windows 7, Windows Mobile and Windows Phone 7)** devices. The following field based tasks are supported:

- ▶ Create New Work Order
- ▶ Quick Complete Work Order
- ▶ Issue Parts & Materials
- ▶ Add Labor

- ▶ Review Work Order Details
- ▶ Add & Review Comments
- ▶ Review Equipment Details
- ▶ Review Equipment History
- ▶ Review Inspection Details & Aspects
- ▶ View / Edit Inspection Points
- ▶ View / Edit Inspection Findings

Key Business Benefits and Features

Experience all of the benefits and features of the original Advanced Mobile Work Management and Inspections Packaged Mobile Applications without having to deploy and manage two separate applications. For those field workers that perform both activities, gain additional efficiencies by eliminating the need to switch between applications.



Infor Mobile Work Request



Infor Mobile Work Request is an integrated and comprehensive crowd sourcing solution specifically designed for enterprise organizations that wish to empower their employees to quickly and accurately generate Work Requests using their personal smartphones. Employees can quickly identify the location of an issue on an interactive map, search and select the appropriate Service Code from the customers' source systems, attach a photograph, and include their contact information for follow-up.



Infor Mobile Work Request
Packaged Mobile Application



Cloud Computing for Infor Mobile Work Request
Software as a Service (SaaS)

The Infor Mobile Work Request infrastructure is cloud-based, running 24/7/365 on Microsoft's Windows Azure Cloud Computing Platform. This means that no additional hardware needs to be procured, provisioned and/or supported to use the solution. Work requests are automatically routed through the cloud to the appropriate Infor EAM instance based upon configuration settings and the work request location. Work requests are automatically routed through the cloud to the

appropriate Infor EAM instance based upon configuration settings and the service request location. This cloud-computing approach allows organizations to embrace the broad adoption of personal smartphone's without exposing critical IT infrastructure to such *unmanaged* devices.



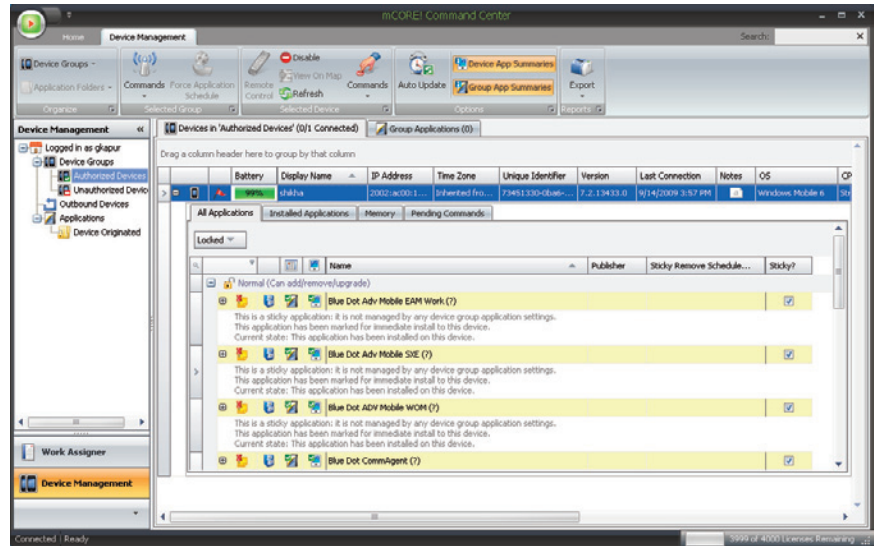
Mobile Command Center – Device Management



The Mobile Command Center - Device Management module is a desktop Rich Client application that provides robust, intuitive and easy-to-use centralized monitoring, management, and support of remotely deployed Windows based mobile devices.

The Mobile Command Center - Device Management module supports the following critical enterprise mobility administration features:

- ▶ Unlimited Hierarchical Device Grouping
- ▶ Device Authorization / De-authorization
- ▶ Device status monitoring
- ▶ Software provisioning to groups of devices
- ▶ Scheduled software updates and/or removal for groups and/or individual devices
- ▶ Robust searching, filtering, sorting, and grouping capabilities
- ▶ Table export in a wide variety of formats.



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