NAVARA®
Mobility Suite

Mobile Workflow Solutions:

**Better, Faster and More Profitable Business
For You and Your Customers**

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Executive Summary

Navara delivers mobile applications solutions that extend internal business operations to remote employees who do not have regular access to corporate networks. By mobilizing core business processes, organizations equip their staff to operate remotely, wherever that may happen to be. The rewards most often associated with successful mobile solutions are:

- Increased revenues
- Reduced operating costs
- Improved operational management
- Greater accuracy and timeliness of information
- Increased employee productivity
- Improved customer satisfaction ratings
- Reduced and more transparent audit trails

Navara's mobile workflow solution supports current hardware, software, people and processes.

Benefits accrue by connecting external devices to internal systems and ultimately business processes via laptops, ruggedized computing devices, or personal digital assistants (PDAs). As opposed to a sophisticated messaging system, Navara's mobilized application solution offers the ability to move data-rich content seamlessly between corporate systems and mobile staff. Furthermore, our well-designed mobile solution enables businesses to quickly and easily extend existing corporate resources to remote employees without significant investments in new hardware, software or alterations to existing applications.

Introduction – What is a Mobile Workflow Solution?

> *Enterprises run a big risk if they ignore the potential of wireless and mobile solutions to improve performance. (Gartner)*

Mobile workflow, also known as mobile business process, replaces paper-based and manual processes with real time, two-way data transfer for workers in the field without a computer, or in environments where a computer is inappropriate or unavailable. As pioneered by Navara, these solutions do not require re-investment in applications that are already owned.

The Benefits of Mobile Workflow Solutions

> *Deploying enterprise applications on wireless devices increases the user acceptance level of that application, improves data flow across the organization, reduces business cycles and costs, and enhances communications across the enterprise. (Aberdeen Group)*

Mobile workflow solutions provide the following benefits:

- Improved operations and revenue opportunities,
- Fewer errors introduced by redundant or careless data entry,
- Improved client satisfaction due to a smoother customer relationship experience,
- More accurate accounting of an employee's work day,
- Faster conclusion for remote business activity, and
- Happier remote staff less burdened with unnecessary paperwork.

Leading industries using Navara's mobile workflow solution include:

Retail and Distribution	Utilities
Healthcare and Pharmaceutical	Government
Transportation	Public Safety
Military	Manufacturing
Field Services	Financial Services

Navara's mobile workflow solution is also spread across roles and functions within these industries, for example:

Asset Management	Field Administration
Field Sales	Customer Service
Field Marketing	Operations
Field Support	IT Support
Field Management	Market Research

Navara's Mobile Workflow Solution – A Wise Investment

A well-designed and implemented mobile solution can pay for itself in a matter of months while improving timeliness and accuracy of information and scheduling. This translates into improved productivity, customer satisfaction, savings and increased profits. (Gartner)

Businesses receive clear and demonstrable payback when they successfully replace paper-dependent, manual processes with a mobile workflow alternative. The primary keys to a successful ROI are quick deployment and a measurable increase to the bottom line in less than 12 months.

Rapid productivity gains come from two primary sources. First, by eliminating redundancies, businesses increase accuracy and greatly reduce information latency to and from the field. Second, a wireless solution operates much more rapidly than any paper-based solution. Hence, both field resources and back office staff have more time available for more productive tasks.

The key to a successful project lies in careful planning and selection of the proper vendor. Navara is the only mobile applications vendor that:

- Works with the customer to identify mobile business processes that can be automated – then continues to work to identify processes that should be automated
- Is experienced in business operations as well as IT
- Demonstrates a proven track record of satisfied customers whose solutions were deployed and operational in a matter of days and weeks not months
- Guides the customer throughout the project implementation through forms design development, pilot site access, hardware decisions and key performance indicators
- Modifies updates and extends the business for the mobile worker without requiring extensive professional services
- Has staying power. Navara is one of the pioneers in application mobility, with proven success and customer satisfaction

Sound impossible? Not at all! Consider just three of Navara's real world successes.

Case Studies

Healthcare, Field Services - A More Efficient Helpdesk and Support Structure

Background

A national governmental healthcare agency operates multiple laboratories, research facilities and administration buildings across several large sites. The centralized IT operations helpdesk must service all areas in each of these facilities.

Trouble tickets were received via telephone or email. This information was then re-entered into a dispatch system, where it was sorted and allocated for the technicians' shifts. Each technician received a file of paper records detailing that day's tasks before each shift.

Once on site, a technician faced several challenges. First, the initial data entry might be incorrect since it needed to be manually transcribed from a telephone call or email. Second, each trouble ticket required a form to be filled out that covered what was requested, what was done and the expected result. Finally, the system could not account for new tasks brought to the technician's attention while on site.

Technicians often refused to complete the large amount of paperwork each day. Dispatch often had inadequate or inaccurate information on a job status. As a result, identifying tickets that remained unresolved, managing the technicians' time, and identifying IT hotspots from the helpdesk system was next to impossible.

Navara's Challenge

The customer needed to develop a mobile workflow solution that increased the accuracy of helpdesk task allocation and closure, increased the productivity of field service technicians, reduced data entry errors and provided a significantly higher level of service for a high-demand clientele. The improved system also had to enable the IT department to monitor the effectiveness of the field service technicians without requiring a substantial investment in new back end applications, while leveraging existing IT infrastructure and applications as much as possible.

Navara's Solution

The agency found Navara's workforce solutions, training and services to be the ideal way to replace the manual, forms-based, break-fix operations. This new approach processes trouble tickets by leveraging the existing dispatch system, and broadens the systems capabilities so that internal dispatch information is available for each technician on a PDA. The solution does not require significant changes to existing infrastructure, and was brought online in a matter of weeks.

Trouble tickets are downloaded into the technician's PDA prior to the beginning of a shift. The technician may synchronize the PDA with the dispatch system at any time during the day, and new tickets can be added, altered or closed at any time.

Benefits for the Customer

Navara's mobile workflow solution has created a ***threefold improvement in productivity per shift***. This dramatic improvement means that:

- More tickets can be serviced within a day
- Unscheduled needs can be more easily met without disrupting the overall service schedule
- Job backlogs have been reduced
- Systems experience less downtime
- Management can better allocate resources to any given task or customer

In addition, technicians report higher levels of job satisfaction, since more of their time is spent solving IT challenges and not filling out paperwork.

"We now have measurable accountability and productivity among the IT department, and our teams are better equipped to respond to customer calls. We are simply more productive! Planning is much easier; as we now have a solution that helps us plan and manage where our IT resources are required the most. Not to mention, the IT staff no longer has to manually enter their data when they get back to their desks. They do it in the field where and when it's required the most. Ease of use and simply making life easier has resulted in a 90% adoption rate in a very short period of time."
   – Sharon Hite, National Institute of Environmental Health Services

Retail, Field Sales - Generating New Customers and Greater Sales

Background

A leading catalog retailer wants to increase sales by targeting their customers more effectively. Field sales representatives work to identify prospects then complete standard forms to qualify customers and take their orders.

Each representative tabulated the day's receipts manually. This information was then returned to the home office, where the qualification forms were re-entered into a computer system. On average, the customer received a catalog ten to twelve working days after the initial visit. However, this process carried several expensive obstacles.

First, the long delay between the initial customer contact and the receipt of the catalog meant that many customers had lost interest by the time it arrived. Second, the manual paperwork removed the sales representatives from the field when they might be able to make extra calls during any given day. Finally, the multiple cycles of manual data entry inevitably led to inaccuracies, which extended an already slow process and cost either the company or the customer money.

Navara's Challenge

To increase sales by creating a faster, more accurate system. The solution needed to automate multiple levels of data entry, increase the number of daily sales calls, and shorten the length of time between enrolment and catalog arrival.

Navara's Solution

Navara implemented a mobile workflow process that replaced manual forms with on-site electronic data entry via forms downloaded onto Pads. The solution uses existing hardware, software and network infrastructure, and works without major modifications at the home office. The solution bridged six different handheld devices, both legacy and new, all of which now support customer signature capture.

Each sales representative now synchronizes with the home office throughout the working day, where data flows automatically into the corporate CRM software and is processed without additional formatting.

Benefits for the Customer

Navara's solution delivered almost immediate benefits. Due to faster enrolment customers now receive their catalogs within a few days. Since the catalogs arrive sooner, sales have shown a dramatic increase, rapidly approaching more than a ***five percent gain on all sales within this channel***.

Sales representatives can process more enrollees in a day and make on average an ***additional 20+ sales calls per day, per person***. They also receive instant feedback on their earnings and critical information for the next day. This increased productivity has directly benefited the field sales force in the form of increased bonuses. A side benefit is the reduced churn of sales representatives.

Government, Manufacturing, Field Testing - Reducing the Cost Base and Development Time

Background

A major international systems integration organization won a large contract to develop a new generation of weaponry for the United States government. However, the terms of the contract mandated an extremely short turnaround for presentation of a new prototype expeditionary fighting vehicle.

At the same time, traditional product development processes required the slow, methodical examination of each piece of technology under development. Field tests required that paper records be completed after each test, and additional paper records needed to be processed for any components that failed or exceeded performance expectations.

The corporation's weapons division soon discovered that existing development procedures would not produce the promised prototypes in time. In addition, any mobile applications solution that mandated a new IT infrastructure or significant alterations to existing systems would also necessitate an extensive provisioning, testing and approval process.

Navara's Challenge

The customer required a workflow solution that operated across multiple remote devices and performed under difficult field-testing conditions required for military hardware. The solution would be required to rapidly transfer standardized test performance data to centralized analysis facilities for detailed examination. In addition, the solution needed to work with existing hardware and application software, and deploy without extensive changes to infrastructure. It must be cost-efficient, go to production in an extremely short time frame and fit within a narrow, fixed budget. At the same time, it must be flexible enough to easily adapt to any future product development efforts.

Navara's Solution

A Navara mobile workflow solution replaced the manual processes used by the field test engineering staff with electronic forms across a variety of devices. Since the test result data was standardized across such devices, test results could be quickly entered using a stylus. Bar codes and other automated identification technologies accelerated the identification of components needing examination and data entry of the information into the system. Laptops with cameras captured specific quality concerns in the field and transmitted both the engineer's form and photographic images back to the host application for immediate attention.

Benefits for the Customer

The Navara solution meant that:

- Product development accelerated at a tremendous rate, since manual data records did not need to be sent back to the analysis facilities for collation and data entry.
- Very aggressive deadlines were met or exceeded.
- The streamlined process dramatically reduced errors previously caused by data transcription.
- Developers improved prototypes in real time via direct contact with the field test teams.
- The customer's client was very satisfied with the speed and quality of the development process.

Navara's Workflow Solutions Make Solid Business Sense

Navara's mobile workflow solution seamlessly transfers core business application data to the field and back without requiring extensive changes to existing applications or IT infrastructure.

Since the Navara Mobility Platform is standards-based, there's no need for expensive and difficult-to-maintain proprietary hardware and software. Development is straightforward, reducing the need for expensive professional services or specially trained staff to perform normal operations, or develop new applications.

Navara's forms design consultancy enables customers to plan successful deployments and trains customers in the production and upkeep of their mobile workflow solutions. Round-the-clock support ensures that implementations run smoothly and operational issues are resolved quickly and efficiently.

Navara also works with a wide range of mobile devices. Data moves either via an always-on connection or using a unique intelligent synchronization technology that minimizes connection times for updates to and from the mobile user.

The Navara Mobility Platform moves very rapidly from concept to deployment. New or upgraded services can be deployed in weeks, not months. Navara also offers a pilot program to enable customers to test a mobile solution in a controlled environment prior to full deployment.

What Navara's Mobile Workflow Solution Provides for You

Navara's Mobile Workflow Solutions delivers the following:

- Business capabilities and infrastructure components assessment and prioritization
- Business process configuration and optimization
- Business case development
- Trade partner selection and enrolment
- Solution platform implementation
- Workflow forms design and development
- Total solution implementation
- Continual assessment and management

Benefits Received via Navara's Mobile Workflow Solution

Navara's Mobile Workflow Solution provides the following benefits:

- Exceptional value
- Short development cycles
- Rapid ROI
- Mobility expertise
- Focused delivery and support
- Ease of management
- Maximum leverage of existing IT resources

Add in Navara's proven track record of customer success, focus and dedication to mobile solutions and longstanding presence in this market, and it quickly becomes obvious that Navara is the choice for your mobile workflow solution.

Contact Details

EMEA

NavaraSoft Ltd., Shannon Business Park, Shannon, Co. Clare, Ireland

Phone: 353.61.472999

Americas

NavaraSoft (US) Ltd., 1201 Peachtree Street, 400 Colony Square, Suite 200, Atlanta, GA 30361

Phone: 404. 870. 9113

Web

Visit us at: http://www.navara.com

Email

Sales@navara.com