The Strategic Approach to Mobility:

A Mobile-Architected Solution to Support The Mobile Way of Business™

Companies taking a strategic, rather than tactical, approach to mobility can achieve greater efficiencies, improved satisfaction, streamlined processes and better decision-making – all of which lead to sustained competitive advantage. That's why a recent survey listed mobile workforce enablement as one of the top three priorities of CIOs in the coming year.*

For CIOs considering **mobile workforce enablement, four critical factors play** a key role in delivering ROI...

1 CRITICAL FACTOR — Total Cost of Ownership

TCO is a term all vendors use, but with highly variable definitions. The most useful is the one you use yourself: "What is the total cost of this solution across my entire enterprise over an extended period of time?" Rather than focusing on a specific application or implementation timeframe, Dexterra's design philosophy uses more all-encompassing TCO requirements to ensure your enterprise isn't surprised by the true total cost of ownership of your mobility solution.

Your Total Cost of Ownership Checklist should include the following:

- The speed with which the solution can be deployed and then continually modified and expanded to support your entire enterprise. Do you have to take a "Big Bang" approach to implementation, or can you start in one area and then expand with little to no rework?
- Full integration of each mobile application with your mobile platform, multiple back-office systems and each other. Buying a platform from one mobility vendor and then integrating applications from another may not be the best solution.
- The level of customization necessary during implementation to map 100 percent to unique business processes and terminology. For maximum usability, the U-I should mirror everything in your process – steps, terminology, data labels, etc.
- The amount of hard-coding necessary to integrate with multiple back-office systems – both during implementation and on an ongoing basis. If a field name changes – either in the mobile application or the back-office system it accesses – what will you need to change, and how will you do it?
- The level of effort involved to modify your solution to adapt to and evolve with business process changes. An SOA-enabled platform and mobile composite applications can be easily and quickly modified using standard-based tools.

2 CRITICAL FACTOR — Mobile Composite Applications

Business processes change, and nowhere is that rate of change faster than out in the field. Dexterra's Mobile Composite Applications comprise reusable and manageable components running within a smart client and built with an industry standards-based toolset. This enables a much more effective means to support the creation, management, and evolution of applications within a business. It also ensures mobile applications present a single, integrated, and informed view of the customer to the worker in the field, regardless of where and in which system the data resides.

Your Mobile Composite Application Checklist should include the following must-haves:

- Use of a true SOA-enabled platform to make introspection and integration with back-office systems easier and ensure speedy adaptation to evolving business processes
- A standard tools-based approach so your IT team can use the languages and tools they are already familiar with
- Full component reusability across multiple applications to avoid rework by your IT teams
- Provide "write-once, deploy-everywhere" to enable support of multiple devices
- Provide quick, over-the-air updates to avoid time and productivity costs
- No-code assembly of mobile composite applications – Demand a full demonstration when meeting with vendors

The Mobile Way of Business™

Today, companies are realizing mobility is more a way of business – a strategy, rather than a tactic. It focuses on the needs of field-based workers and looks at how best to enable them to achieve differentiation and competitive advantage.

The Mobile Way of Business dictates that a mobility solution be able to:

- Get up and running quickly
- Be easy to learn and use by end-users and IT staff
- Adapt to business process changes over time without extensive code rewrites
- Deliver measurable business benefits

For CIOs considering mobile workforce enablement, the following four IT imperatives must be approached very carefully and from the right perspective to ensure their mobility solution achieves the business benefits they are looking for:

- Total Cost of Ownership – measured over a period of time and across the entire business
- Mobile Composite Applications – developed using a standards-based approach to create reusable components that are easily modified using common languages and tools
- Security and Device Management – fully integrated as part of the mobile enterprise platform for simplicity; consisting of multiple layers for piece of mind
- Data Management and Administration – moving only the data that needs to be moved, and ensuring field workers have what they need at all times

DEXTERRA CONCERT™
Data Management | Device Management | Security | Integration

COMPOSER™ CONDUCTOR™ ORCHESTRATOR™

DEXTERRA TOOLS

DEVICE SERVICES
PocketPC / Windows Mobile™
Symbian
SmartPhone
Tablet PC
Blackberry™
Linux PDA

BUSINESS SERVICES
IBM Websphere
SAP NetWeaver™
MSFT IIS
Tomcat

DATA SERVICES
IBM WebSphere WPS/MQ
WebServices
COM/.NET
SAP XI
J2EE™
Database
Legacy / API

BACKEND SYSTEMS
SAP
Oracle™/ Siebel / JD Edwards / PeopleSoft™
Amdocs / Clarify
Remedy
Maximo®
Trilogix

FRAMEWORK/PLATFORM CORE SERVICES

3 CRITICAL FACTOR — Security and Device Management

These should go hand-in-hand, but it doesn't always happen that way. Dexterra's approach is to build security and device management directly into the enterprise platform so you don't need multiple products, tools and consoles to manage your mobile enterprise. You also need the piece of mind that comes with security at multiple access points – the device, the communications channel, and integration with your enterprise systems.

Your Security and Device Management Checklist should include the following must-haves:

- Integration with your enterprise directory for authentication purposes
- Flexible, centrally configured security policies that be easily modified
- Over-the-air policy and application distribution to multiple device types
- The ability to remotely disable applications
- The ability to manage your Asset inventory
- Remote control of devices including kill commands for lost or stolen devices
- Use of a Web-based console to do all of the above

4 CRITICAL FACTOR — Data Management and Administration

It's not enough to ensure field workers have all they need; you also need to ensure they have only what they need, and that massive amounts of duplicate data aren't moved back and forth. Dexterra's Intelligent Data Manager ensures that the state and context of the data is carefully considered so only the data required by the supported business process will be moved from one location to another. Only data that has been changed and is subject to conflict is compared to data in the master source system in which it is to be written.

Your Intelligent Data Management Checklist should include the following must-haves:

- Consider every aspect of data efficiency and control for unprecedented ease-of-use
- Ensure every mobile user has the required data at the necessary point in a process
- Ensure critical business data is transmitted when necessary
- Ensure only the required data is communicated, improving cost, efficiency and security
- Ensure each mobile user has complete freedom to concentrate on the task at hand
- Ensure redundant data stores are not utilized to reduce complexity and provide an easier audit trail

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