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Five rollout-ready
mobile applications.

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Mobility is one of the few business technologies that can be easy to get up and running quickly. Which is good news, since business users are already clamoring for mobile applications that deliver the ease of use and functionality they enjoy from non-business apps.

At Deloitte, we've already developed a range of mobile assets that are focused on common business issues. These tools can be used to jump-start your mobile capabilities. On the following pages, you'll find descriptions for a handful of these apps. If you don't see something you're looking for, just ask us. Chances are we already have capabilities/resources/ services and solutions that can help.

1. Mobile Sales

Create a better experience for your sales forces to improve usability and adoption, squeezing more value from existing or newly installed SAP systems on a device that can survive the day-to-day rigors of a highly mobile sales force. With this tool in hand, your sales force can be fully engaged with the customer.

Features

- Rich mobile user interface, integrated with SAP CRM
- Faster order entry
- Upsell and cross sell opportunities presented through product recommendations
- Target sales metrics visible and updated throughout the day
- Route planning with geo-located prospect suggestion

Typical/Potential Bottom line benefits

- Enable users to start using the system with minimal training
- Facilitate increased/improved use of the user's time with customers: less time tapping, more time selling
- Streamline device provisioning, security and upgrades with Afaria and the Sybase Unwired Platform
- Leverage the GPS capabilities of the device to assist with route planning



2. Mobile Service

This application helps service centers efficiently create and dispatch service requests to field technicians, who can view and update those requests on a portable tablet computer.

Features

- Rich mobile user interface running on standard personal tablet computers
- Field Service Request management
- 360-degree view of the customer including current and past service requests, contacts and other information
- Spare parts inventory visibility and order entry
- Service reporting dashboard

Typical/Potential Bottom line benefits

- Improve timeliness and quality of collected data
- Enable more effective user adoption with an intuitive user interface
- Improves user productivity by providing updated service request and other relevant service views
- Increase time savings with succinct, specific and updated communications of service requests between the service office and field service technicians
- Provides prompts for on-screen help.



3. B2B Order Management

Sales representatives and distribution drivers can manage their time more effectively by getting detailed real-time information of their customers and sales transactions on their portable devices through this application. The typical order entry process has been condensed to help reps get more productive face time with clients and process more daily transactions.

Features

- Rich mobile user interface built on HTML5 for cross-platform compatibility
- Interaction with SAP ERP Central Component (ECC) through SAP Gateway technology
- Access to point-of-sale capabilities, analysis of customer purchases, cross-selling products, delivery status, and buying history
- User experience developed for highly mobile, fast paced selling environments

Typical/Potential Bottom line benefits

- Improve user productivity by capturing sales orders in the field
- Save time by providing information on the go
- Increase revenues
- Increase productivity with more time selling and less time on data entry
- Maintain consistent user experience
- Provide real-time access to pricing and offers



4. Sales Anywhere

Sales associates and executives can manage the end-to-end sales cycle through this standardized Web-enabled tool that can be installed and accessed across multiple platforms.

Features

- Rich mobile user interface
- Minimal IT deployment effort
- Access from almost any tablet or smart phone
- Up-to-date information on opportunities, leads, appointments, orders, and other data

Typical/Potential Bottom line benefits

- Access to centralized and timely customer and sales data
- Improve decision making and collaborate in real time
- Provide consistent user experiences
- Manage relationships more effectively to enhance customer service
- Increase revenues through more effective sales management



5. Consumer Service

With this application, customers can efficiently access their account information and perform service-related functions. It's specifically intended for organizations that use a "pay for usage" or account model.

Features

- Rich mobile user interface
- Access from almost any tablet or smart phone
- Up-to-date information opportunities, leads, appointments, orders, and other data

Typical/Potential Bottom line benefits

- Improve customer access to account and service information virtually anytime and from anywhere
- Provide functionality so customers can view new services and promotions, receive notifications, and schedule service appointments
- Enhance service quality for better customer satisfaction
- Keep pace with evolving customer demands and expectations
- Reduce labor costs



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