



Mobile Workflow

Groiss Informatics GmbH • 2018

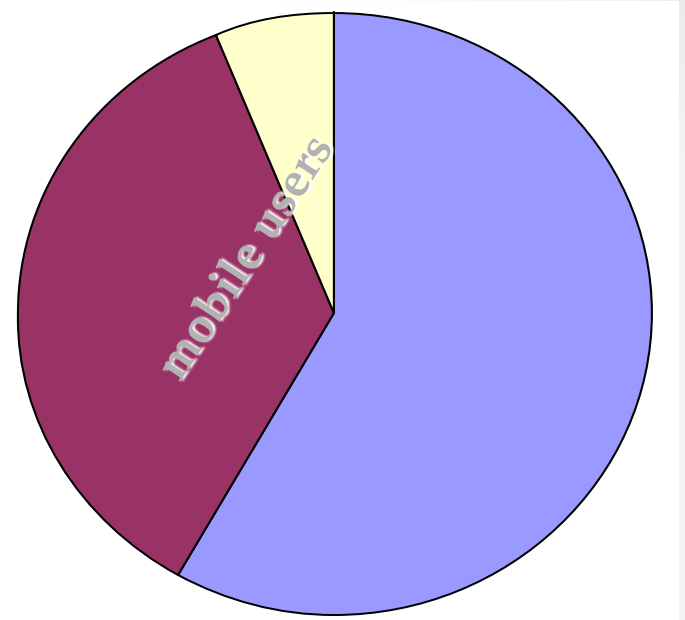
Employees are mobile

- Employee Mobility

- 58% permanently in workplace
- 36% regularly working at home or out of office
- 6% permanently based at home

- 2009: 39% access company network via mobile device
(2008: 30%)

[Source: optus business IP index]



The infrastructure is ready

- Smartphones
 - 203 million smart phones shipped globally in 2009
[Computerworld]
- UTMS, WiFi
 - high speed Internet access is globally available

Levels of integration of mobile users

1. receive alerts and status info

- ◆ SMS, voice mail

2. send status information

- ◆ SMS or small applications

3. access to information

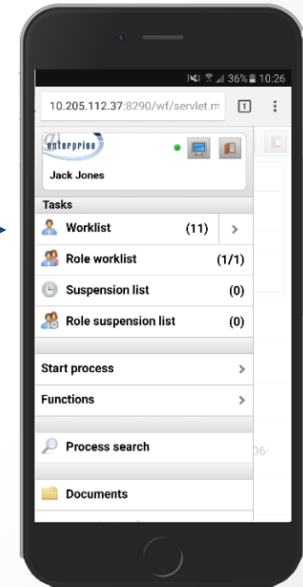
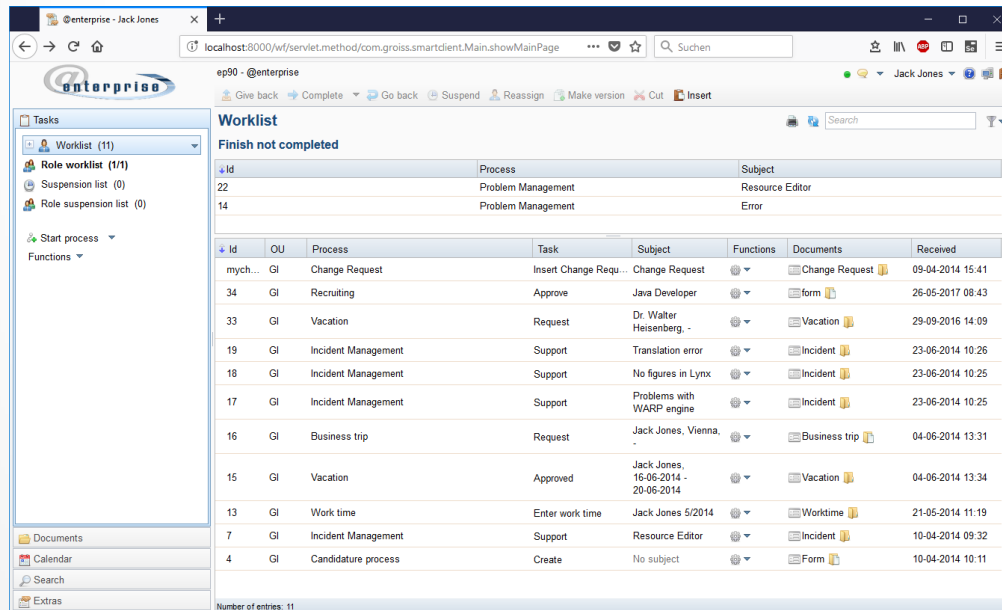
- ◆ customer information, price lists

4. full access to applications

- ◆ continuous processes between mobile and non-mobile workers

Challenges

- Usability: bringing complex content to the mobile device
 - no multiple windows/frames
 - limited screen size
 - limited data capabilities



Challenges

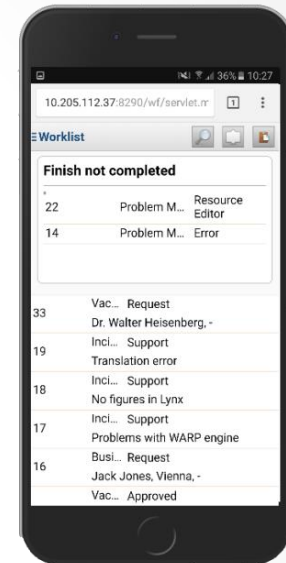
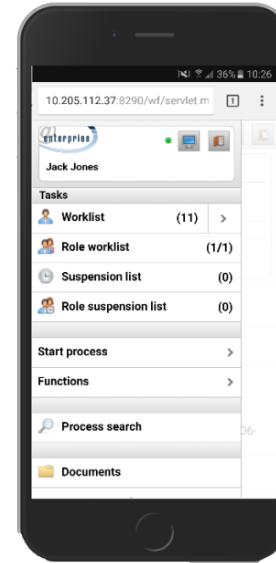
- Security: Access from everywhere but not from everybody
 - allow users to access most sensitive data (customers, products and prices,...)
- SSL: use encrypted communication
- client certificate: Allow only devices registered on server

Case studies

- Service process
service personal of a railway company receives tasks on mobile device
- Mobile health care
electronic work sheet: protocol of visits with activities and time stamps
- Order entry
enter customer order on mobile device

@enterprise mobile

- Customized GUI for mobile devices
- worklists
- forms
- start processes
- access documents
- worklist functions
 - finish, change agent, go back, ...



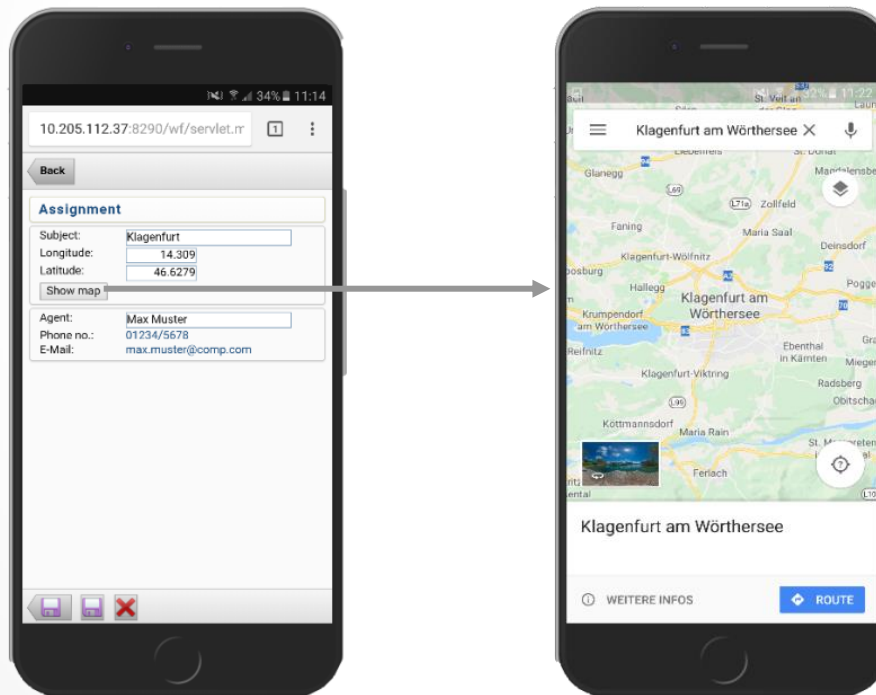
@enterprise mobile (2)

Use wizard to customize it to your needs:

- change functions available on welcome screen
- change functions for activities
- add your own functions
- customize worklist content

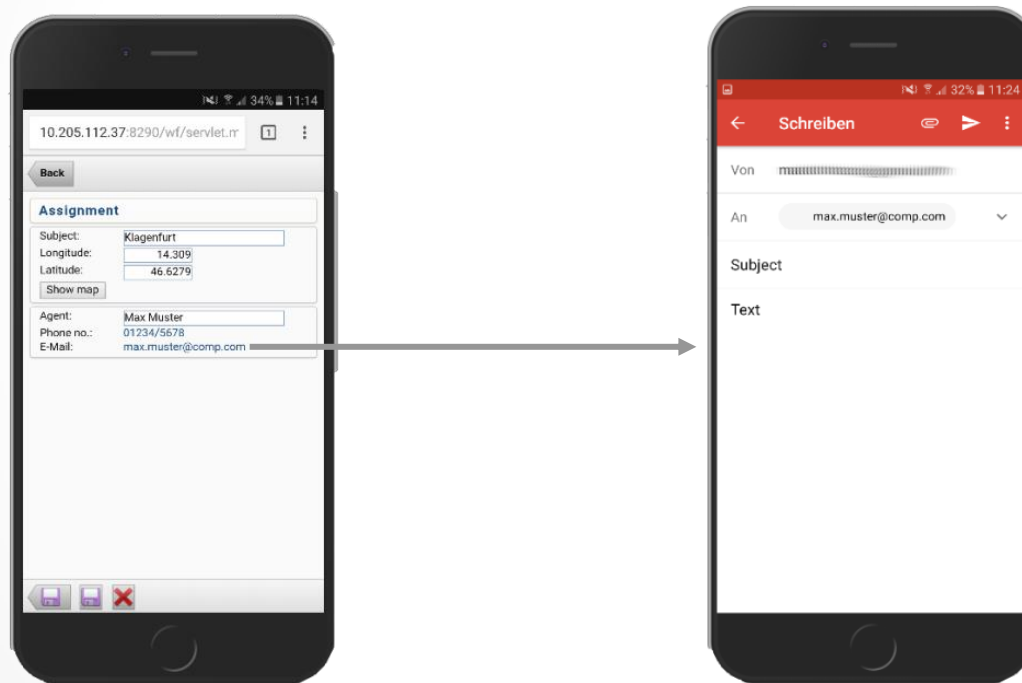
Integration with mobile device functions

- Location: Access the GPS
 - send current location to server
 - show a location on map, or find the route



Integration with mobile device functions (2)

- Media integration
 - access other process participants via Email, SMS, phone



Summary

- @enterprise makes your processes mobile
 - continuous process support
 - customized user interface
 - integration with other smartphone functions
- further information, demo system
 - www.groiss.com

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