

Mobile Workflow

Groiss Informatics GmbH • 2018

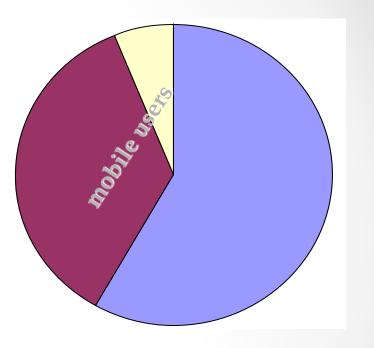
Employees are mobile

- Employee Mobility
 - o 58% permanently in workplace
 - o 36% regularly working at home or out of office
 - o 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
 - o 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
 - o no multiple windows/frames
 - o limited screen size
 - o limited data capabilities

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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 eletronic 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
 - o finish, change agent, go back, ...

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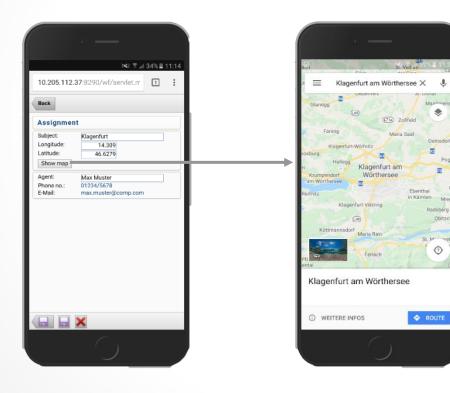
@enterprise mobile (2)

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
 - o send current location to server
 - o show a location on map, or find the route



Integration with mobile device functions (2)

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

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Summary

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

Contact



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