

eNetwork Software mobile solution

*“We want to run in various public and private mobile environments without the expense of rewriting our existing applications. IBM has the solution.”**

—President of a leading utility company

Field service personnel in the utilities industry naturally need access to vital information to perform their jobs. Field workers rely on the accuracy and timeliness of information to respond around the clock, often at considerable distances from the home office.

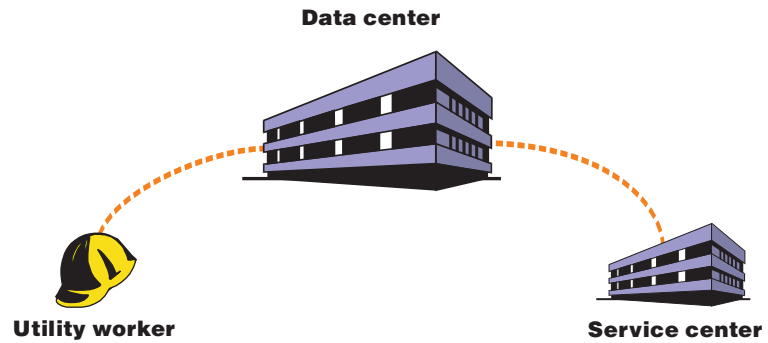
A leading utility company was challenged with implementing progressive measures for better use of its resources to gain business advantages and operational efficiency. Its challenges included the increased threat of competition, as well as the need for productivity enhancements to its field workforce, such as improved information access, better efficiency, and increased customer satisfaction.

In the past, this utility company tried to enable its field service technicians with specific-function applications, such as construction and maintenance, customer service, and outage management restoration. Although these applications generally performed well and accomplished their intended business purpose, the company found it increasingly difficult to integrate these applications with the



“We wanted a solution that was open enough to minimize application rewriting.”

–Utility company IT manager



field-worker's toolkit. As a result, the company was forced to find ways to optimize its resources across its business units and to equip its field-service personnel with access to all types of information, including the ability to run multiple applications on a single mobile computer.

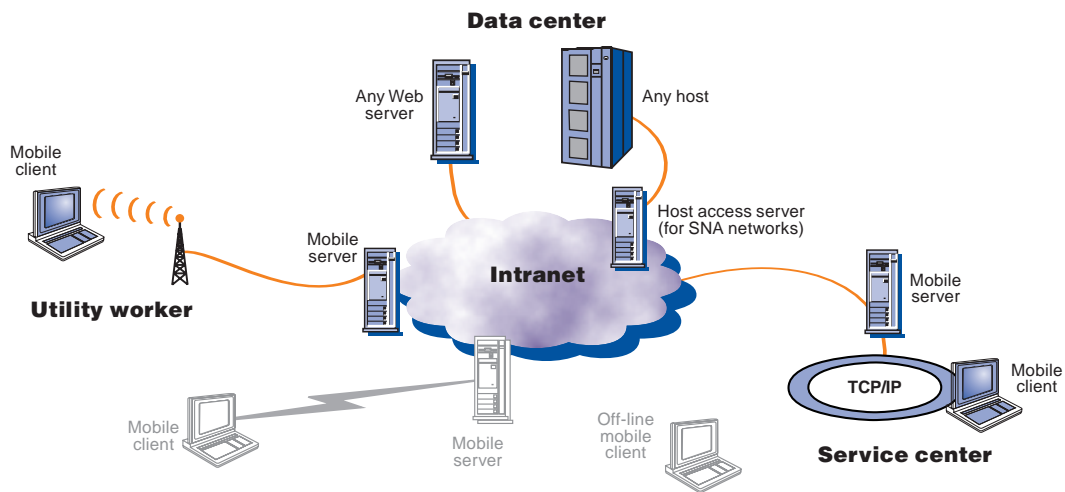
The solution

The utility company's information technology (IT) department discovered a direct correlation in the optimization of their field resources and mobile computing. The company could equip its field-service personnel with wireless computing technology that allows its mobile workforce to get the information they need anytime, anywhere. The company could leverage its existing applications with leading-edge technology to modernize its field-service personnel and assets. It could extend its reach into a mobile environment by providing its remote workforce with immediate access to the main network,

including the company intranet and the Internet, through laptop computers. The investment the company made in its existing applications could be protected because the applications would be easy to integrate without the expense of rewriting.

The company's mobile workers could have access to the same information available back at the home office. Reporting wouldn't have to wait until a return trip to the office but instead could be submitted from a customer site, which could help improve accuracy and speed up billing. Field service technicians could work more effectively, in less time, at less cost.

The company recently acquired a local utility company that used its own unique set of field service applications that were supported by different networks than what the main company was using. It could have been a significant expense to rewrite these applications to run over the main company's wireless network. Because its solution could support a wide range of public and private networks, the company was able to integrate both sets of applications on a single platform without the need for application rewriting.



eNetwork Software mobile solution

IBM® eNetwork™ Software mobile solution offers a platform that allows mobile workers to make wireless connections to the company network using mobile devices, such as laptop computers. The same data is available to employees whether they are working at their desks or at customer sites, without requiring extensive application rewriting. Patented transmission-optimization techniques can result in reduction of wireless transmission costs from 50 percent to over 95 percent, based on IBM internal and external customer measurements. And, because the IBM eNetwork Software mobile solution supports a wide range of public and private networks, planning mergers and acquisitions could be easier because applications won't need major rewriting to accommodate only one type of network.

The eNetwork Software mobile solution could help this utility company quickly build and deploy a mobile solution to their field service workforce that could yield immediate payback in improved accuracy, productivity, and customer service.

The eNetwork Software mobile solution could help the company build on what it already has by extending applications to its field service workers, while helping to protect its existing investment in both software and information technology infrastructure. The IBM eNetwork Software mobile solution offers proven products and services and can reduce cost, complexity, and time required to implement a mobile solution. The IBM eNetwork Software mobile solution provides broad network coverage and multiple language support, making it a solution that works worldwide.

Network view

The utility company's IT department could implement the IBM eNetwork Software mobile solution consisting of client software installed on each of the field service mobile laptops and server software installed within the company

network. This solution would enable field service workers to make wireless connections into their company network. The mobile workers would have access to specific, work-related applications and could exchange vital information easily, as though they were working at their desks. They would have real-time access to the information they need to perform their jobs.

Use of mobile technology is growing

Mobile and wireless experts predict that the percentage of worldwide information technology budgets allocated to supporting mobile and remote users will grow from less than 5 percent in 1996 to 30 percent in 2001, according to the Gartner Group. If you're interested in increasing your company's future growth through mobile solutions, investigate IBM eNetwork Software mobile solution. You'll find IBM eNetwork Software mobile solution could extend the reach of your enterprise to mobile workers, increasing the timeliness and availability of information with minimal capital investment or modifications to your existing systems.

For the latest mobile news, solutions, trials, or code, visit our Web site at

www.software.ibm.com/enetwork/mobile/

Send e-mail to: mobile@us.ibm.com or call +1 914 766 8799 for an eNetwork Software mobile sales representative.



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