Start now, connect to the mobile internet and increase the value of your information system

IBM

IBM Solutions for Mobile e-business

Quick Start Engagement for ERP

Highlights

Extend the convenience of anywhere, anytime communications to your intranet users, company field service, and field sales personnel

Capitalize on the rising need for mobile access to critical corporate information

Quickly launch a pilot program to extend your systems to suppliers or internal employees

Access corporate information easily, increase customer service where it counts - in front of the customer

Move with full confidence in IBM's proven expertise

Start now, grow quickly

Fulfilling the e-business promise

IDC Corporation, a major research institution, projects that by 2002, over half of all internet transactions will be initiated by non-PC based devices. Sales of new classes of devices such as Personal Digital Assistants (PDAs), smart phones, internet screen phones and TVs are accelerating. Shouldn't your ERP systems reach this half of your user and customer base?

The Quick Start Engagement for ERP, which leverages the IBM WebSphere™ Everyplace Suite, allows you to extend your corporate data anywhere by allowing access via pervasive computing devices. Pervasive computing is all about enabling people to get relevant, personalized information wherever and whenever they want, and to act on this information immediately. By enabling users to access your ERP system anywhere, anytime, you can increase the currency and value of your information system for everyone.

Pervasive computing offerings from IBM help you increase the productivity and responsiveness of your intranet users, company field service and field sales personnel. With corporate business systems information in the palm of your hand, your field sales and service teams are now equipped to immediately answer questions such as:

- Is this item in stock?

- What is the status of my sales order?

- What is the latest price on that item?

- When does my warranty expire?

The enabling technology

The Quick Start Engagement for ERP is designed to help you rapidly prototype and test a pervasive computing solution. IBM provides you with the key software components and services capabilities necessary to get your pervasive computing project up and running quickly. Starting with a Solutions Workshop and quickly moving to proof of concept and proof of technology, the IBM goal is to have you up and ready to begin a working pilot program quickly. Here are two examples:
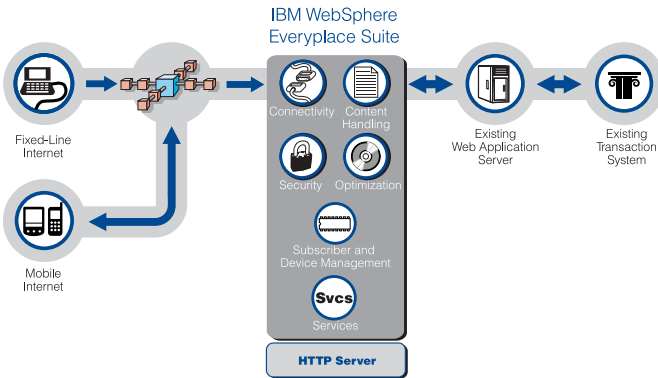
- Mobile Sales Order Entry:

  A pervasive computing mobile sales order and tracking solution allows your mobile sales professional, or customer, to access and interact with your ERP-based sales order processing system. Using PDAs, users can enter orders using a simple menu with a familiar shopping cart interface and submit them to your ERP system via wireless or dial-

IBM WebSphere Everyplace Suite

IBM WebSphere
Everyplace Suite

Fixed-Line
Internet

Connectivity Content
Handling

Security Optimization

Mobile
Internet

Subscriber and
Device Management

Svcs

Services

Existing
Web Application
Server

Existing
Transaction
System

HTTP Server

Extend IT systems to new, mobile users
More up-to-date information increases its value to everyone

up links. They can also schedule pickup and delivery. When users connect to your network they can receive automatic updates to keep their catalog current. Catalogs can be personalized based on a salesperson's territory or a customer's ordering habits or work load. Users receive notification when their order has been accepted by you ERP system.

- Mobile Service Order Management:

This application enables your field service personal to download their work-orders for the day to a PDA, access customer information and complete time and materials forms anytime, anywhere. Using dial-up or wireless links your field service personal can now access work orders and complete them without coming into the office or filling out paperwork. With the use of wireless connections, they can provide real-time updates to central office personnel to allow for improved workload optimization and resource optimization.

Customer References
- Ethicon

Business Benefits
- Successful field automation
- Increased productivity
- Increased service, improved access to customer information
- Access to extranets
- Build customer loyalty
- Enable customer self-service virtually anywhere, anytime

Quick Start Engagement Content
- Initial workshop to define requirements, content, and scope of project
- IBM WebSphere Everyplace Suite
- Configuration and integration into existing ERP system store catalog ordering systems, back end or web system
- Preparation for a limited pilot

The next phase
IBM is prepared to help you expand your successful pilot to your entire mobile sales force, and customer base, to access and interact with your ERP based sales order processing system.

Ready to take your e-business to the next level?
The e-business revolution continues to gain momentum. Get ready for the next generation of e-business today and learn how you can extend your ERP systems to suppliers or internal employees, allowing easy access to corporate information and increased customer service where it counts - in front of the customer.

To learn more about this Quick Start Engagement, visit our website at *www.ibm.com/pvc* or contact your IBM sales representative.

For Position Only

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