



Amodat Mobile Desktop™ for SAP® Business One™

Extends your SAP Business One Solution to the Field for Improved Productivity, Customer Satisfaction and Profitability



Amodat Mobile Desktop for SAP Business One gives small to medium-size businesses a robust and highly effective work force automation tool that enables executives, sales professionals and field service technicians to significantly improve their productivity and enhance customer satisfaction. By providing reliable, online / offline access to accurate, up-to-date SAP Business One customer, inventory, sales, service, and sales opportunities, Mobile Desktop enables better use of information, eliminates unnecessary phone calls and gives mobile employees the information and the confidence to deal with customers knowledgeably and professionally.

Mobile Desktop is a seamlessly integrated extension to SAP Business One, allowing employees to take key system functionality with them out into the field on a Windows Mobile 2003/Windows Mobile 5 Pocket PC, BlackBerry, Palm or laptop. The Mobile Desktop client software on the device presents a user interface that has the same look and feel as SAP Business One, so there's virtually nothing new to learn. And because all the business logic of the system stays within SAP Business One, staff will already be familiar with the workflow, so they'll be far more likely to adopt its use, reducing time-to-productivity.

Mobile CRM...Customer and Lead Management for Sales Professionals

Successful sales professionals are mobile and seldom in the office, often spending their time in the field with customers, managing relationships and sales opportunities. This presents a problem for businesses that use CRM and sales force automation tools as a part of their management approach if access and updates are not available in the field.

With the Mobile CRM module of Mobile Desktop, sales professionals can quickly and easily access and update customer and sales opportunity information, as well as open/update new activities in SAP Business One virtually anytime throughout the day, from anywhere, using a standard device. This mobile access to information enhances productivity and profitability by allowing sales professionals to operate where they should be... in the field.

Standard functionality of the Mobile CRM module

- Business Partners
- Contacts
- Activities
- Opportunities
- Forecasting
- Items and pricing



Benefits At A Glance

Reliable mobile access to accurate, up-to-date SAP Business One information

Support of Windows Mobile 5.0 Pocket PC, BlackBerry, Palm and laptop devices

Online / offline capabilities provide continuous access to information

Access to customer, sales, CRM service and CRM sales opportunities virtually anytime, from anywhere

Shortens sales and service cycles, eliminates processing bottlenecks, improves profits and reduces data entry errors





Mobile Sales...Improved Order-Processing Efficiency and Accuracy

In many organizations, customer orders generated in the field are submitted at the end of each day - often faxed or phoned in - to a single, central resource in head office where they are entered into the SAP Business One system for processing and fulfillment.

The Mobile Desktop sales module shortens the sales cycle by enabling sales reps to quickly and easily enter orders into SAP Business One themselves anytime throughout the day. This avoids any end-of-day order processing bottlenecks, reduces operating costs by eliminating paper-based processes and data entry, and prevents errors generally caused by paperwork handling or manual re-keying of customer and order information. And with Mobile Sales, sales reps also have visibility into order history, inventory levels, product pricing and account status.

Standard functionality of the Mobile Sales module

- Business Partners - Invoice status and collections
- Contacts - Sales reporting
- Order entry and history
- Items and pricing
- Signature capture

Mobile Field Service... Service Call and Equipment Information in the Field

In the demanding environment of service level agreements (SLAs), a dispersed workforce and inventory tracking issues, managers need solutions to automate and streamline their workload, increase profitability and improve customer satisfaction.

With the Mobile Field Service module of the Mobile Desktop, field service representatives can send and receive all the information needed to complete their job, including parts availability, progress reports and closing calls when completed. When a new call is created (by the office or by the technician), the field service technicians receive service requests directly on their mobile device, with customer information, tasks assigned to them, customer product descriptions, service history information, suggested solutions and any notes pertaining to the customer.

Standard functionality of the Mobile Field Service module

- Business Partners - Customer equipment cards
- Contacts
- Service calls
- Signature capture
- Service contracts

Mobile Distribution...Taking Inventory and Invoicing on the Road

Sometimes a central warehouse to coordinate sales and inventory shipments is not necessarily the most efficient way of conducting business; moving these processes closer to the customer could result in an increase in sales and customer satisfaction.

With the Mobile Desktop distribution module, field representatives can meet with customers, take an order, pull inventory from their vehicle, collect customer receipt signatures, create an invoice immediately and even collect payment if the order is COD. The order processing capabilities provided by the Mobile Desktop can improve customer satisfaction with immediate fulfillment and reduction in potential errors. Furthermore, face to face cross selling and up selling can improve sales and profitability.

Standard functionality within the Mobile Distribution module

- Business Partners & Contacts - Invoice status, collections & receipts
- Activities - Sales reporting
- Order management
- Items and pricing
- Signature capture

Additional Features

Rugged Device Support

Mobile Desktop supports rugged Windows Mobile 2003 Pocket PCs with integrated barcode readers and keyboards, such as those from Symbol, Intermec, and Psion.

Advanced Security

At the device level, a username and password are required to logon to the Mobile Desktop application. At the network level, the Amodat server and consolidated database can reside in a DMZ environment, between two firewalls.

Electronic Signature Capture

The customer can confirm receipt by using the stylus to sign the Pocket PC device screen, and Mobile Desktop captures that signature as an image file that is stored as part of the order record.



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Continuous, Reliable Operation ... Online and Off

Given the proliferation of Web-based portal solutions, some might say, "Why should I pay for a mobile solution with synchronization capabilities when I could simply buy a product that allows me to access the functionality and data I need via a Web site using a standard browser?"

Unlike Web-based mobile solutions that simply don't operate if the individual is working in a location where there is no cellular reception, the Mobile Desktop solution continues to operate seamlessly in both online and offline modes. At a regular interval - configurable to be as short or long as needed - the device automatically synchronizes with the SAP Business One system to refresh the device's database with updated data. And because only changed data is transmitted back and forth between the device and SAP Business One, the synchronization is fast, efficient and cost effective.

Architectural Advantages Define This Winning Solution

The Mobile Desktop client software in the device - resembling SAP Business One - connects with the Mobile Desktop software and database in the Amodat server via any of the standard connectivity medium, including WAN, WiFi, telephone dial-up, cellular wireless, etc., to synchronize data between the two. The Amodat server exchanges this data with the company's SAP Business One database.

Additional Extensions to complement Amodat Mobile Desktop Solution

- **Forms Generator** - Build your own forms with self defined questions and answers, for example, a satisfaction survey after completing a service call.
- **Attachments** - Add an attachment to a sales document, service call, activity or to a business partner. Possible attachments include: images, videos, Word, Excel or any other file.
- **Reports Generator** - Build custom reports and send them to field personnel
- **Corporate Messaging** – Send messages to agents within the organization. answers (usage example: a satisfaction survey after completing a service call)
- **Field Inventory Management** – Manage on-hand inventory in vehicle, for example, replacement parts for a service call.
- **Warehouse Management** – Manage inventory, prepare orders, documentation, support barcodes, and more..

About Amodat Ltd

Amodat develops and markets software that enables remote access to enterprise data on handheld computing devices, such as PDAs and smart phones. Committed to the highest level of technology, Amodat offers the widest and most flexible range of mobile solutions on the market, fulfilling the business requirements of enterprises across the industry spectrum.

Industry Usage

Sales and Distribution

Mobile Desktop is used in the sales and distribution of a wide variety of consumer goods, food and beverages, industrial supplies, medical devices, pharmaceuticals and apparel.

Service Providers

Service companies use Mobile Desktop is for the service and repair of medical devices, scientific equipment, elevators, copiers and printers, beverage systems and testing equipment.

Utilities

Mobile Desktop is used by natural gas and fuel companies for distribution, customer management and collection.



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