

# NEW AGE OF MOBILE ENTERPRISE

*The integration of mobile technology is transforming organisations' IT infrastructures; find out how...*

The use of mobile devices, including smartphones or tablets in the corporate sector is a new sustainable trend. End users like mobile devices because they are always at hand, and are compact and efficient. Mobile devices have already reached the level of maturity at which they can become the main tool for working with business information.

The volume of information that companies need to digest is growing exponentially. Fast and accurate reactions to important events and grounded decision-making are vital. These are new serious challenges for IT infrastructure and they cannot be addressed by augmentation of computing resources. The ability of businesses to survive largely depends on the flexibility of their IT infrastructure and on how susceptible it is to innovations.

## Going mobile

A vivid example of a new generation of innovations in corporate IT is mobile technologies.

Evidently, a mobile application is not limited to a simple transfer of information from a notebook screen to a smartphone screen. It is primarily an extension of the company's IT infrastructure with the use of native capabilities of mobile devices, including work with geo-

location systems and use of an in-built photo camera, sound recording, voice processing, and handwritten notes, as well as offline work with data.

The following are the business cases that show how a company's IT infrastructure was augmented using mobile applications.

### 1 Mobile clients for corporate information and workflow systems

The issue of processing and approving large-volume documents in modern business is becoming more and more acute. The expansion of information systems through the use of mobile applications is very instrumental in such situations.

A mobile client is integrated and synchronised with a corporate information system that is, for instance, based on IBM FileNet or IBM Lotus Domino. The user can download to his or her mobile all documents that require reaction and work with them anywhere. It is possible to view the attached files or give comments, record audio or insert graphic comments, and add handwritten notes. In addition, a mobile client provides quick search across documents that are kept on the mobile device or server, allowing users to mark documents as favourites, and

providing quick access to them.

The use of a mobile client jointly with the basic system accelerates and simplifies the process of group workflow and improves the efficiency and accuracy of management decisions.

### 2 Mobile clients for Enterprise Asset Management

Enterprise Asset Management (EAM) is specifically relevant for asset-intensive industries with a network infrastructure that includes pipelines, tunnels, roads, railroads, and electric grids.

The key feature of such solutions is close integration with map services. Using a mobile client, end users identify their current location and the location of the incoming requests. For requests, descriptive information is provided, a list of required tasks, and a list of attached assets. Additionally, a request can contain related graphic marks on a map. For example, an air conditioner goes out of order at a big plant: a map will show to a service person the plant entrance, the route through the plant territory, the required actions, and the air conditioner's location. It is possible to update the marks using a mobile client and the changes will be synchronically reflected in the



basic system. Using the application, one can also take a photo before and after the repair, and the application automatically links it to GPS coordinates. The employees that are assigned the role

of master or head of the repair group can see on the mobile the location of repair crews and make efficient decisions in case of emergency. The application also displays statistics and diagrams.

### 3 Improving client management

Mobile applications come first when customer relations should be flexible and efficient. IBA Group developed a solution for a major bank that set an ambitious goal to expand its customer base dramatically. As part of the program, a mobile application that was closely integrated with the bank's back end was developed. It allows bank employees to sign up a customer when they are out of the office, to take a photo of a customer, and to recognise the barcode on his or her ID. The newly created form is

sent to the bank's server for subsequent processing and registration.

### 4 Mobile payments and retail

If your application is installed on a smartphone of your customer, then news, offerings, and other data go directly to the end-user's pocket. Isn't it what any retailer or service provider has dreamed of? Also, mobile payments through mobile internet banking are growing in popularity. A customer can make mobile payments and be updated on tariffs and services. A map is seamlessly integrated in the mobile client. The user can filter objects by distance and find the nearest ATMs or bank offices. Choosing an object, the user can view information about it, including street address, working hours, and the list of its services, as well as make a route from the current location to the selected object.

Undoubtedly, mobile devices not only grant indisputable benefits, but also bring about new challenges. In terms of security, integrated solutions are needed that ensure protected data transport, reliable data encryption, special mechanisms to control vulnerable data, and management of mobile devices based on centralised practices. The task is solvable, all the more that the mobile revolution in the business sector is inevitable and is already underway.

## FOR MORE INFORMATION

IBA UK 43-45 Portman Square London  
W1H 6HN [info@ibagroupit.com](mailto:info@ibagroupit.com)  
+44 (0) 20 7969 2715  
IBA Group [www.ibagroupit.com](http://www.ibagroupit.com)

**IBA**  
GROUP