



USER: Field Service Professionals

SECURE ACCESS TO CORPORATE DOCUMENTS IMPROVES FIRST-CALL RESOLUTION AND SLA COMPLIANCE

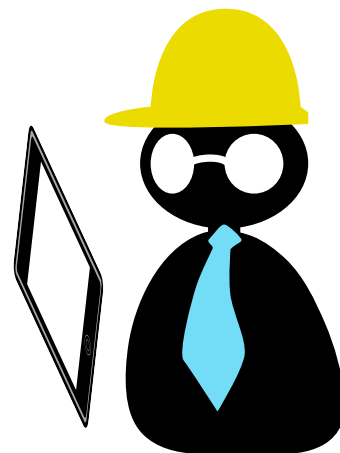
Field workers – from asset maintenance to service professionals—have a demand for mobile applications that improve their productivity and provide them with the information required to resolve service issues on the first call, meet SLAs (service level agreements) and track billing, order entry and inventory information accurately. Whether they are responding to reactive maintenance issues or resolving pre-scheduled customer requests, access to customer and equipment information (including history) and time tracking software is critical to efficient and profitable operations.

Today, there are many software providers and platforms that provide robust and configurable productivity applications to field service organizations that help streamline the workflow and capture essential information like customer signatures, time spent and parts used with a host of technologies, from barcode scanning to geo-tagging.

However, field service personnel cannot rely solely on field service applications on an iPad, iPhone or other mobile device to meet every work requirement. Just like every other employee, field workers need access to documents that reside on corporate file servers such as timesheets, marketing materials, equipment manuals, human resources documents, incident reports, and compliance documents to fully meet their day-to-day responsibilities. But, the challenge has been how to provide this access to the mobile workforce in a simple, secure and managed way.

Some personnel will find workarounds to this problem by using consumer synch services. This introduces a host of problems including setting the corporation up for significant security and compliance risk.

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THE SOLUTION: MOBILECHO

As the industry's first and only Mobile File Management (MFM) software for enterprise iPad users, mobilEcho enables enterprise IT to provide secure access to enterprise file servers. With mobilEcho, enterprises can empower their mobile workforce with all the files – document, spreadsheets, presentations, and other file types – that they require in their day-to-day job functions.

mobilEcho offers a better alternative to custom built mobile applications. Rather than reinventing the wheel, organizations can leverage existing content by making it accessible in minutes to all of their iPad users. It also allows personnel to store documents locally so that they still have access to their files even when they're offline. Equipment manuals, marketing material, product specs and other critical documents can be accessed anytime, anywhere.

Obviously, the end-user benefits from these features, but so does the enterprise. mobilEcho provides the key management and security needs for the enterprise, while also providing a very simple method for participants to access files without any training necessary. apps, etc. In short, mobilEcho provides the key management and security needs for the enterprise, while also providing a very simple method for participants to access files without any training necessary.



SIMPLE. SECURE. MANAGED.

FEATURES INCLUDE:

- Access, browse, preview, cache and search files on corporate file servers through a familiar and intuitive application interface, making it simple to use with virtually no end-user learning curve.
- Encrypt and securely transfer files to and on mobile devices, ensuring corporate assets are not compromised in transit.
- Remotely wipe mobilEcho configuration and resident files in the event of a lost, stolen or compromised device, protecting corporate files.
- Integrate easily with Active Directory, enforcing access control rights and file permissions.
- Configure and deploy both server and client software in less than 10 minutes ensuring IT can get up and running quickly.
- Enforce unique policies based on application requirements, including turning off or on features based on the enterprise's unique security requirements. This includes the end-user's ability to email files, view files in third-party applications and store files on-device.

BENEFITS TO FIELD SERVICE USERS:

- Access to critical documents to improve employee productivity.
- Improved collaboration with other LOBs, like sales, inventory management, dispatch and others.
- Access to detailed information on the go that goes beyond the packaged templates of mobile workforce applications.
- Ensures proper security and compliance for sensitive business data.

CONFIGURABLE AND DEPLOYABLE across the enterprise in less than 10 minutes, mobilEcho promotes efficient IT Management while ensuring corporate security and compliance standards are met. Enterprise end-users of mobilEcho can access, browse, search and interact with corporate files as well as cache files for offline access, improving overall mobile worker productivity regardless of job function.

ABOUT GROUPLAGIC

GroupLogic helps enterprise and education IT organizations simply and securely integrate diverse computing platforms into enterprise environments, connecting employees to enterprise files, content and assets to facilitate a more productive and efficient work environment. With more than two decades of experience, GroupLogic leads the marketplace in helping IT organizations effectively and easily manage the integration of Apple products into the enterprise ecosystem. Whether IT organizations are looking to integrate existing Apple assets, purchase additional Apple hardware like Macs and iPads, or want to take advantage of the hardware cost savings that accompany the adoption of IT consumerization, GroupLogic enables IT organizations to easily and securely manage the rapid integration of diverse platforms while ensuring resources are optimized. GroupLogic enables the enterprise to focus on what is really important - competitive differentiation, improved employee productivity, mitigated risk and reduced costs. GroupLogic's proven products- mobilEcho, ExtremeZ-IP, ArchiveConnect, and MassTransit-are in use by some of the world's most innovative companies, including Christie's, International Greetings and Omnicom Group.

For more information, visit our website – WWW.GROUPLAGIC.COM