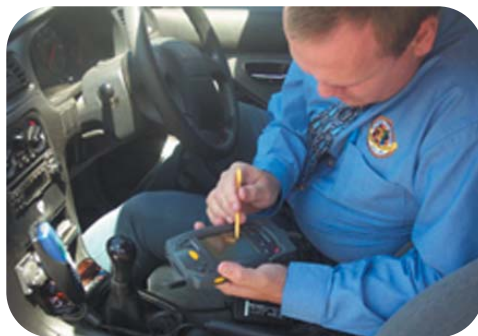


LEO MOBILE ENABLEMENT

LEO Mobile is a wireless service delivery platform that extends real-time collaboration in the wider corporate environment to remote and mobile users across the business community.

LEO Mobile ensures remote and mobile users have access to corporate information and back-end systems and that their activity is immediately visible to all participants and business processes. By permitting immediate interaction with applications, colleagues, customers and suppliers, LEO Mobile allows remote and mobile users to initiate processes and react to changing priorities to ensure customers' expectations and entitlements are satisfied.



LEO Mobile provides access to LEO Business Integrated Solutions inside the enterprise via wireless LAN and outside in the field via wide-area mobile data networks. Its out-of-range capabilities ensure applications continue to function locally on a device if a real-time session is interrupted, allowing work to continue while the network connection is being re-established. By streamlining business processes, LEO Mobile delivers enhanced efficiency, increased productivity, reduced costs and improved revenues.

LEO Mobile includes a variety of applications to sustain the service enterprise. They support numerous roles and activities:

- Field sales
- Telematics
- Problem and change request logging
- Call logging

Using Oracle technologies as its architectural foundation, LEO Mobile is scalable and future-proofed to ensure that solutions deployed today will deliver long term ROI by taking full advantage of future developments in mobile and wireless technologies.

Summary of features

- Wireless LAN and mobile data network deployment
- Supported devices include WAP phone, PDA, laptop, tablet PC
- Runs on MS Pocket PC 2000+, Windows CE, Tablet XP, Palm 5 operating systems
- Out-of-range capability
- Built on Oracle wireless technologies
- Real-time communication between the enterprise and mobile employees
- Notification of jobs
- Access to parts catalogue and logistics processes
- Synchronisation of field service activities with corporate call management
- Ad hoc messaging
- Access to diaries, time sheets and expenses
- Access to customer, product, price and job details
- Context and icon-driven access to drawings, images and documents
- Hierarchical views of sites and product BOMs
- Sales order creation and enquiry
- Access to corporate asset register
- Customisable asset parameters
- Problem and change management
- Bar code scanning
- Pick and put lists
- Stock analysis and enquiries

Main features

LEO Mobile extends the power of LEO Business Integrated Solutions into the wider service community - employees, partners and customers. Smart phones, PDAs, and handheld devices become business tools that deliver tangible value, allowing collaboration between individuals across a broad range of transactions - anytime, anywhere.

LEO's wireless technology runs on Wi-Fi, Transcomm (Mobitex), GSM, GPRS, HSCSD, UMTS or Tetra networks. Its wireless client can be deployed on any WAP enabled device capable of supporting HDML, cHTML, HTML, tinyHTML, WML, or any Palm/Pocket PC device capable of running an HTML browser.

The following case studies illustrate the extensive features and capabilities LEO Mobile provides to support the entire business operation.

Field Service Engineer

LEO Mobile provides the field engineer with real-time access to his job list and notifications of amendments or additions. It also allows the field engineer to report the progress of work by recording ETA, arrival time, action details and completion.



WAP Browser showing job list

By synchronising these details with the central call management functions, LEO ensures work is executed within the terms of customers' SLAs



WAP Browser showing job details

and allows the service operation to respond to customers' changing demands by altering job priorities. LEO also provides ad hoc messaging between engineers and with the call centre, to further expedite successful service delivery.



WAP Browser showing manufacturers

When a job results in a part being required, LEO minimises any delay by providing real-time access to parts catalogues and logistics information to allow the field engineer to identify the part, assess its availability and initiate delivery.

Real-time, on-site reporting of the work performed, time taken and parts used, guarantees accurate data capture, prompt and exact billing, and accelerates revenue collection.

Field Sales Representative

To support field sales activities, LEO Mobile provides real time access to customer, site, contact, product, price and job data. Representatives can examine previous customer interactions, both sales and service activity, to assess current opportunities.

LEO supports the conversion of opportunities into sales. It allows real-time sales enquiries and order generation and provides detailed information to the field, including hierarchical views of sites and product bills of materials.

LEO drives proactive engagement by providing context-sensitive, icon-driven access to product drawings, images and documents, and by giving real-time access to corporate diaries, time sheets and expenses.



PDA device showing sales order creation, customer information, diary

LEO enables accurate revenue forecasting and up-to-the-moment assessment of sales performance by providing real-time views of sales, timesheets, expenses and diaries.

Asset Collector

LEO Mobile allows the asset collector to play his part in the management of the corporate asset register and the 'design to disposal' lifecycle of individual assets.

Real-time enquiries of the asset register allows the collector to establish what equipment should be where. When inaccuracies are found, LEO allows immediate correction.



PDA device showing asset enquiry, bill of materials, configuration management

LEO supports asset inspections by providing access from the field to bills of materials, mod states and asset parameters. Where necessary, the asset collector can amend the definitions of standard and customised asset configurations to reflect any changes found. LEO supports barcode scanning to facilitate fast and accurate asset management.

LEO enables asset collectors to track assets efficiently and quickly, maintain baseline and individual asset configurations, and maximise the return on asset investment by monitoring asset condition and managing appropriate upgrade programmes.



"We are delighted with Hamilton Hall, LEO has had a dramatic effect on our profitability. Full implementation has created 30% increase in revenue, 30% reduction in engineer costs and 30% reduction in cost of materials... in the first year."

Doug Ericsson, Project Director, Telus Corporation

Warehouse Operative

LEO Mobile gives warehouse operatives immediate access to corporate stock and logistics management systems. Real time stock checks can be performed without freezing other operations in the warehouse. By allowing operatives to record picking and putting activities and to conduct stock enquiries and stock checks from individual warehouse locations, LEO ensures accurate inventories are maintained and verified.

Support is also provided for service operations and sales. The prompt dispatch of parts and equipment is ensured by the delivery of pick lists directly to the operative's mobile device, and real-time updates guarantee urgent deliveries are always given priority.



PDA device showing pick list, put list, stock enquiry

Put lists sent to the operative's mobile device ensure that replenishment activities are always managed efficiently.

Barcode-driven, real-time confirmation of picking and putting activities ensures up to the moment stock views are available throughout the business to support billing, purchasing and stock valuation functions.

Business benefits

LEO Mobile extends the reach of LEO Business Integrated Solutions beyond desktop PCs and wire-bound networks into the wider business community allowing employees, business partners and customers to share information and collaborate anywhere and at any time.

The business benefits LEO Mobile delivers are measurable, quickly attained and achievable across the business domain. They include:

- **Cost savings** - by reducing field service and sales administration overheads
- **Increased productivity** - through faster process execution, improved field engineer utilisation and inventory management
- **Time savings** - through instant communications, universal access to information, applications and services
- **Increased speed and responsiveness** - through immediate response to changing circumstances, fast and flexible decision making
- **Improved quality of information** - through more accurate and complete data capture
- **Improved reporting** - through faster availability and greater visibility of information
- **Increased customer satisfaction and loyalty** - through better service, self-service and faster response to enquiries
- **Extended return on existing investment** - by offering key business processes to whoever needs them, wherever and whenever they are needed
- **Future-proofing the business** - by providing integration to unify and align people, information and business processes across technologies and organisations
- **Prompt and complete revenue collection** - by capturing accurate details of all charges at point of delivery or consumption

LEO Mobile reduces costs, improves productivity, raises business performance, increases customer satisfaction and strengthens competitive advantage. In doing so it can deliver return on investment in as little as three months and make significant long term contributions to market share, revenue growth and profitability.