



eMODAT

WHITEPAPER

New Ways In Mobile Workflow

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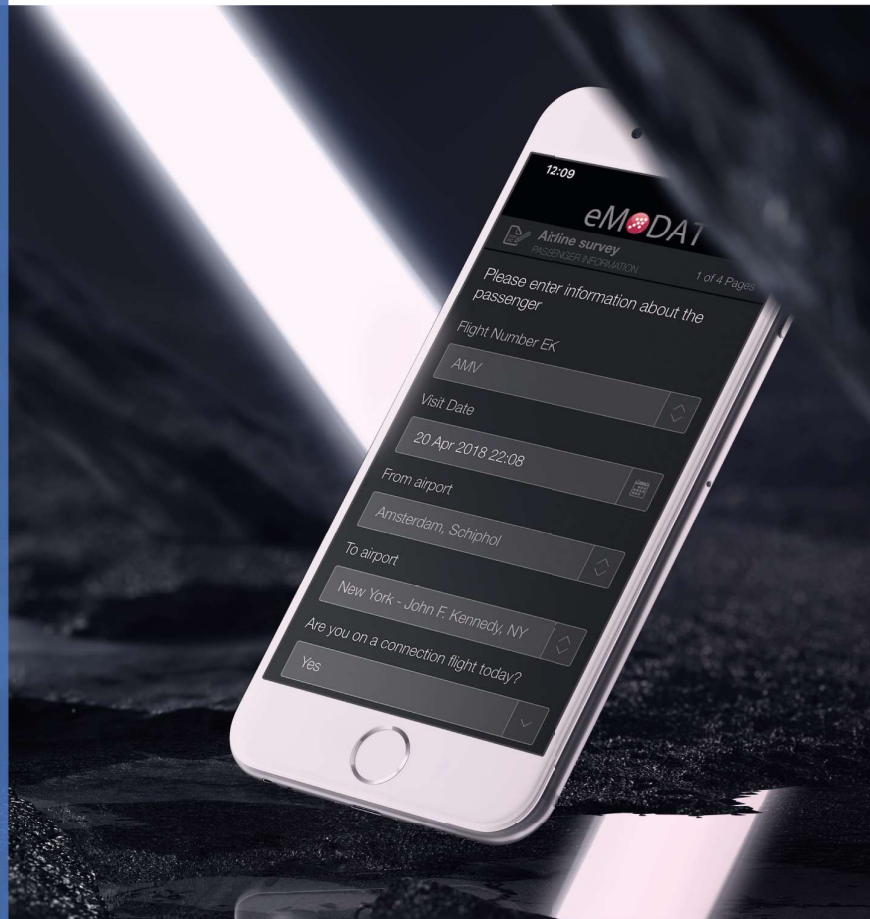


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1. What are Mobile Form Solutions?

As the demand for superior customer service increases, the number of tasks that can't be performed in an office increases as well. It's impossible to get everything done for customers and properly fill out all of the necessary paperwork needed to keep a company running.

In the past, paper forms were used to record data on-the-go. These forms then had to be copied and edited in the office, which was time consuming and prone to errors. In fact, an internal survey in a large company showed that more than 30% of mobile-recorded data contained errors by the time they reached the target system.

Mobile form solutions negate the need for paper forms. They enable companies to obtain and manage information from field employees in real-time. This efficient software lets employees create forms and obtain data such as sales, inventory, or other necessary information. All of this is readily available from the employee's mobile smartphone.

2. Why Do Businesses Use Mobile Form Solutions?

As the years progress, more and more mobile applications are being used in businesses. To help keep track of all of these applications and the work that's done in them, many companies find mobile form solutions helpful. Many of these mobile form solutions offer ASP, while fewer offer in-house solutions.

Point of Sales (POS) users can then fill out forms and use data from the database, after which reports are sent back to the backend server. Reports with data are more easily accessible, and output is increased.

Mobile form solutions are universal. They can run on any smartphone, and the company is able to create a mobile workflow to fit their needs. These solutions are also helpful because they decrease data errors and the life-cycle of data. Companies that use paper forms often come across transfer errors or even have missing data. Paper forms are also slower, with some data taking 14 days to process. This makes it difficult to deal with customer requirements.

Using mobile form solutions is especially helpful for businesses that have employees who work out of the office. For example, insurance companies may find these solutions useful. Insurance adjusters who go out to local clients can enter information about damages to vehicles and homes. Engineers who work remotely to fix a particular mechanical issue can enter information via their mobile devices, as well, and all of this information will update in real time across everything connected to the company database.



3. What are Common Mobile Form Solution Problems?

The most common types of solution on the market are ASP or cloud solutions, which only support a single connection to one database. Cloud-based solutions can also interfere with company privacy policies, as many companies will not upload their data to a cloud service.

Additionally, it's difficult to make this process automatic. For this to occur, the company would need to make a link from the internal to the external system via web services. This means that each integration will require a development, and this of course costs money and can be a security issue, as well. This will require the IT department to upload data manually.

- **Connection To Multiple Company's Database**

Existing in-house solutions allow the installation of a backend system of the company LAN. This enables database connection via a web service without a security issue. But, it is important for the company to choose a solution that connects to multiple databases so that the proper information can be synced with mobile forms. Solutions with multiple connections will need to be developed and adapted for each database.

- **Missing Active Directory User Authentication**

Many solutions have their own user management, which allows users to add, remove, or edit users. This means that users will receive an additional username and password, but companies already have an Active Directory for users, resulting in a double user administration.

- **Offline Function**

If a company uses a mobile form solution because they have employees out in the field, then an offline function is absolutely essential. Many companies might run into issues when an employee downloads forms and is on the way to help a customer, but then finds that captured forms cannot be sent. This often occurs in skyscrapers or in more remote locations.

4. The Solution: eMODAT

For companies to get the most out of their mobile form solution without spending more money or time, they need to find a solution that can do everything they need at a fraction of the cost, has an offline option, and easily connects to Active Directory and multiple companies' databases.

eMODAT has plug-ins that allow for interaction and integration with popular databases, and we guarantee integration into any database. Because of universal integration, customers can transfer data from the database, which can then be used by a mobile form.

eMODAT gives administrators who set up the mobile form a frontend to create the forms, connect them to the databases, and setup the query and scheduler, which can automatically update forms with new data from the company's database.

This also makes it easier to connect to a company's Active Directory, which lets users use a single sign-on. AD users and groups can also be assigned to and access mobile forms.

eMODAT also facilitates data exporting from reports to any database. User-specific connector adaptors can also form extended implementation for various input and output mechanisms. For example, the form fields can be exported to specific database tables, which enhances the automatic process.

Some of the functions of eMODAT include:

- Mobilizes virtually any workflow
- Provides versatile application scenarios for all industrial sectors
- Recording format SPEEX Audio Codec and WAV
- Makes market information accessible in the organization in real time
- Enables real-time data acquisition and administration by mobile employees
- Highly flexible through easily configurable forms
- Integrates images and attachments in forms by inserting and adjusting on an individual basis
- Transfers employee location data via GPS stamp
- Automatically creates PDFs of completed forms
- Prepares unlimited reports in Excel format
- Exports data and integrates in internal Backoffice Solution
- Integrates with Active Directory

5. What You Can Do

Visit Devacon, the manufacturer of eMODAT, to learn more about our mobile form solution. Find out more about the different forms of eMODAT, which are customized for enterprise companies, service industries, and healthcare. Contact a member of the Devacon team to find out if eMODAT is right for your company.

