

The **ClickSoftware** Mobility Suite

World class **mobility solutions**
...for every business



Stay connected...



Improve your business processes and increase the productivity of your workforce.

Give your mobile workers the information and functionality they need, when and where they need it with the ClickSoftware Mobility Suite.

Introducing the ClickSoftware Mobility Suite

Following in the footsteps of ClickMobile comes ClickSoftware's next generation mobile solution - the ClickSoftware Mobility Suite - for small, medium, and enterprise scale service businesses.

The ClickSoftware Mobility Suite has been developed with a focus on new trends in mobile technology, rapidly evolving user requirements, and, most of all, **innovative thinking**. By leveraging years of experience and successful implementations, the same **highly scalable and proven architecture** that has benefited many organizations worldwide is now **at your fingertips**.

Available as a standalone solution that seamlessly integrates with any back-end system or as a module within ClickSoftware's patented ServiceOptimization Suite, the ClickSoftware Mobility Suite provides field resources with all the information they need, when and where they need it, enabling them to follow organizational procedures and empowering them to effectively and efficiently perform their work.

The First Mobile Business Platform

ClickSoftware's unique approach to mobility adds business orientation and workflows to a domain which, up to now, has been mostly technology driven. The ClickSoftware Mobility Suite is the first Mobile Business Platform, bridging the gaps between cutting edge mobile technologies and the line-of-business applications.

The ClickSoftware Mobility Suite essentially acts as an additional layer, hiding the technical complexities and presenting the solution in a business oriented manner. This enables business managers and system administrators to easily build, configure, and maintain their set of mobile applications without the need to develop code.

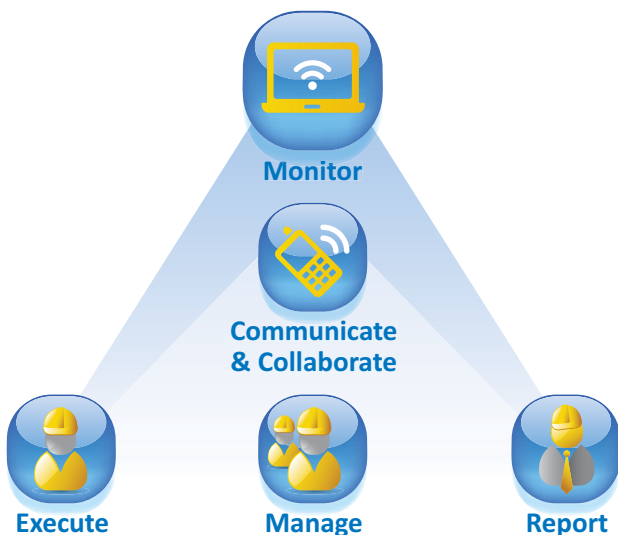
The Mobility Suite includes a comprehensive set of business modules and workflows for best-practice work management, reporting, data collection and more. It also comes complete with a wide set of visual configuration tools known as the "ClickMobile Studio", allowing simple creation of additional business modules, workflows, forms and more.

By using these back-end tools, your business managers can easily monitor the service operation, make business decisions in real-time, and benefit from full visibility of field activities and progress.

Additionally, if your business uses contractors, the ClickSoftware Mobility Suite easily extends outside of your organization by providing a perfect solution for including and managing any contracted workforce.

The ClickSoftware Mobility Suite is **transforming the mobile applications market and taking enterprise mobility to the next level**.

As well as offering a comprehensive standalone mobility solution, service organizations that are looking for an integrated optimized scheduling and mobility solution benefit from the fact that the ClickSoftware Mobility Suite enjoys a tight integration with our industry leading ServiceOptimization Suite.



Read on to find out more!

"By implementing ClickSoftware's mobile applications on components of the Sybase mobility platform, the service industry benefits from an integrated offering from two industry leaders; proven mobility infrastructure from Sybase and proven mobile applications from ClickSoftware," said Terry Stepien, President, Sybase iAnywhere.

“We are confident that the features and functionality of ClickSoftware’s mobile field service platform will allow us to take the next step in mobilizing our field workforce and build towards providing a truly customer centric approach.” OnStream

The ClickSoftware Mobility Suite - Available Options

Built using leading and proven technologies, the ClickSoftware Mobility Suite provides **high reliability, high scalability, and high flexibility.**

Being device agnostic, the ClickSoftware Mobility Suite runs seamlessly on the world's leading mobile platforms, including Sybase iAnywhere (MobiLink, UltraLite, SQL Anywhere), SUP (Sybase Unwired Platform) and the Microsoft Mobility Platform, to offer a secure, fully scalable and world class mobile solution.

The ClickSoftware Mobility Suite works for hospitals, utility plants, telcos or any other workforce. Whether you call this standalone, independent, or separate the benefits are clear - providing your resources with the information they need, and when they need it to maximize their productivity.

Advanced Edition

Available on PDA's Tablets, and Laptops

Professional Edition

Available on any smart device supporting Html5

Foundation Edition

Available on any cellphone

There are three product variants that suit the requirements of all businesses

Advanced Edition

The Advanced Edition is a comprehensive mobile solution featuring development, back office, and integration tools, and a mobile middleware that's powered by an industry-leading mobile infrastructure. It works with a wide range of Windows based devices including **Windows Mobile Smartphones, PDAs, and Windows based tablets, UMPCs, laptops and rugged laptops.**

This robust solution has advanced store and forward capabilities, offline capabilities, and advanced visual configuration. The solution supports all types of field resource with time and attendance, asset management, parts execution, file attachments, guaranteed-delivery messaging for **workforce collaboration, signature capture, camera integration, mobile data collection, working with jobs,** and much more.



Professional Edition

The Professional Edition combines cutting edge HTML5 technology and mature web technologies to create a powerful hybrid mobile solution with native capabilities, ready to run on just about any modern mobile device, whether it runs Android, iOS (for Apple's iPhone and iPad), Blackberry OS 6 or other file systems.

This solution offers offline capabilities, local storage and advanced visual configuration allowing field resources to leverage this technology to access back-end data, report their activities, receive real time notifications of changes, capture data and much more.



Foundation Edition

The Foundation Edition is the entry-level edition of the ClickSoftware Mobility Suite. Being device agnostic, this low cost and zero device footprint edition ensures that a comprehensive mobile communications solution is available to any size of organization.

















As well as offering a comprehensive standalone mobility solution, service organizations that are looking for an integrated optimized scheduling and mobility solution benefit from ClickSoftware Mobility Suite's standard and tight integration with our industry leading ServiceOptimization Suite

The ClickSoftware Mobility Suite

Features

The ClickSoftware Mobility Suite contains a broad set of modules and associated functionality which varies by product edition.

		Advanced Edition	Professional Edition	Foundation Edition
	Time and Attendance Save time, burden and money by remotely reporting working hours, shifts, daily activities, expenses, and more directly from your people	✓	✗	✗
	Maps and GPS Navigators View the location of your jobs, offices, assets, and sites on advanced GIS applications with the ability to modify your GIS data directly from the field. And if you're optimizing your travel routes, minimize travel using simple maps, or interact with leading GPS navigators to find the optimal way to the destination	✓	✓	✓
	Messages Interact and communicate in real-time between different employees, either individually or as groups, using a simple messaging system	✓	✗	✓
	Data Capture and Inspections Capture data quickly, accurately, and efficiently using advanced data capturing forms that comply with organizational procedures and workflows. Reduce manual entry mistakes by applying advanced data capturing tools like Barcode and RFID scanners, auto populating fields, apply context sensitive validation points, conditional expressions, formatting, and much more	✓	✓	✓
	Mobile Asset Management A set of advanced tools to view, maintain, and modify asset information. Drill down into specific assets, and measure points and other assets related objects. The asset hierarchy is held, and easily viewed and edited using the mobile device	✓	✗	✗
	Parts Execution Manage parts information while on the move, report parts usage in real time, and have a full visibility of all required parts to complete any work	✓	✓	✓
	Control Center Real-time monitoring capabilities of all activities to supervisors, dispatchers, or IT managers. See who's connected, where, their current activity, status, and more. The control center enables the real-time service organization to exist by allowing fast responses to emergencies and problems in the field, maximizing safety and the duty-of-care to employees, and other ongoing changes	✓	✓	✓
	Connection Management Advanced management, security, and optimization of the communications network by compressing traffic, automatically performing inter-network roaming, keeping persistent sessions, and securing the network with a powerful VPN. This includes a centralized management tool to easily manage, apply, and monitor connection policies	✓	✗	✗
	Device Management Advanced management and remote maintenance of mobile devices including installing a product patch, changing configuration over-the-air, disabling stolen devices, erasing delicate information, and more	✓	✗	✗
	Customer Notifications Improve your customer service by adding automatic "just in time" notifications triggered as a result of real-time activities	✓	✓	✓
	Visual Forms Editor A powerful editor for creating and maintaining mobile forms in a visual intuitive manner. The Forms Editor also provides a powerful workflows editor while creating dependencies and conditions between fields to accomplish flexible data flows based on the customer needs.	✓	✓	✗
	Offline Capabilities The ability of the mobile application to work seamlessly when out of network coverage. Using a local data storage, all the activities are stored on the device and when the device is back in coverage the automatic synchronization passes the information to the back end side.	✓	✓	✗
	Configurable Workflows The ability to create dependencies and conditions between fields or modules in the application provides a simple yet efficient way to define workflows.	✓	✓	✗
	Modules Builder A visual configuration tool that enables configuring and maintaining business modules inside the application, connecting between them and defining the workflows for each of them.	✓	✗	✗

The ClickSoftware Mobility Suite

Benefits

- **Reduced total cost of ownership** - having thousands of concurrent users reduces the size of the infrastructure and the associated running, support, and investment costs in IT. In addition, functional and configuration changes are distributed directly to the mobile devices meaning there's no recall of devices to manage and your resources receive the latest configuration while still out in the field
- **Unique user interface** - all editions of ClickSoftware's Mobility Suite are **simple to use, easy to adopt, and increase user productivity** because the 'single-click' approach turns complex operations and process into quick and simple ones
- **Flexible and rapid configuration** - the visual and wizard based configuration tools makes ClickSoftware's Mobility Suite a **highly flexible product** that's **easy to configure** without needing coding and programming skills. In constantly changing environments, you can quickly change your workflows using the Suite's standard configuration tools. This is the only mobile solution where you can completely change the user interface and the underlying object model, business units, business workflows, and procedures using flexible administration tools
- **Ease of integration** - the Suite's Integration Manager and standard adapters eases integration into all mainstream ERP, EAM, and CRM systems
- **Innovative design** - designed from the ground up using .NET technology, the Suite contains innovative designs, workflows, and functionality. **Widgets, Text2Speech, and shortcuts** are just the start!
- **Streamline data capture** - eliminate paperwork, expedite form completion, capture essential information, support barcodes, RFID, and cameras. You control the information that you need to capture and this helps to **reduce manual data entry mistakes!**
- **Real time monitoring** - know where your resources are, what they are doing, and identify and resolve connection problems



Find out More

For more information on the ClickSoftware Mobility Suite and how this has helped service businesses all over the world to improve their operational efficiencies, visit www.clicksoftware.com where you can access case studies, white papers, articles, and the mobile blog; 'Mobilefever'.

About ClickSoftware

ClickSoftware is the leading provider of automated workforce management and optimization solutions for every size of service business. Our portfolio of solutions, available on demand and on premises, create business value through higher levels of productivity, customer satisfaction and operational efficiency. Our patented concept of 'continuous planning and scheduling' incorporates customer demand forecasting, long and short term capacity planning, shift planning, real-time scheduling, mobility and location-based services, as well as on-going communication with the consumer on the expected arrival time of the service resource.

As the pioneers of the 'W6' concept more than 20 years ago, we have perfected solutions for solving a wide variety of problems on Who does What, for Whom, with What, Where and When. The combination of proven technology with educational services helps businesses find the right balance between reducing costs, increasing customer satisfaction, employee preferences and industry regulations/legislation. ClickSoftware's solutions manage over 250,000 resources in service businesses across a variety of industries and geographies. Our flexible deployment approach, breadth and depth of solutions and strong partnerships with leading CRM/ERP vendors and system integrators makes us the number one choice to deliver superb business performance to any organization. The company is headquartered in the United States and Israel, with offices across Europe, and Asia Pacific. For more information, please visit www.clicksoftware.com. Follow us on Twitter.



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