

# MobileFact

## Software AG's solution for mobile healthcare providers

**As our population ages, growing numbers of people require long-term medical care. The current trend is shifting away from traditional institutional care and care within the family towards home-based care provided by professional organizations. Both these developments stretch budgets as never before, meaning that care providers are having to shoulder the dual burden of ever-higher quality requirements and increasing cost pressures.**

**In this context, organizations are required to:**

- Improve management of mobile staff
- Tighten up cost and revenue control
- Avoid inefficient business processes
- Enhance quality management
- Reduce administrative effort

**MobileFact** is an activity recording and management solution for mobile healthcare providers. This standard technology-based solution gives operators the tools they need to reduce costs and improve quality through:

- Activity recording
  - Booking services rendered, hours worked and other activities
  - Provision of quality data
  - New customer details
- Management
  - Work scheduling
  - Internal messages for direct communication
  - Mobile staff deployment

- Control
  - Online transaction booking for direct cost and revenue control
  - Reduction in time lag between delivery and billing
  - Open interfaces (XML/Java) to existing billing, payroll and financial control processes

*"Very few projects offer such a strong win-win potential."*

*Erich Fenninger,  
General Manager, NÖ Volkshilfe*

Reference customers – such as the nonprofit healthcare provider Niederösterreichische Volkshilfe (NÖVH), which employs 1500 care providers – have not only achieved savings of up to 40 percent compared to when they used paper-based systems; they have also had an extremely positive response from their staff. Overall more than 94 percent of those questioned were in favor of the new solution.

Taking all the various costs into account, NÖVH's solution paid for itself within a year.



Working in close cooperation, NÖVH, a mobile network operator, and Software AG developed a complete solution encompassing the provision of handsets, a virtual private network for low-cost intra-organizational telephony and a hosting concept.

MobileFact is a modular system based on standard technologies and, unlike other solutions requiring investment in vendor-specific devices, is accessed via a WAP-enabled mobile phone. With its helpful user prompts, preset options, customized menus and system information, data entry effort is minimized. Even users with few or no computer skills can make effective use of MobileFact.

MobileFact was developed to combine optimal business process support with easy-to-use technology that doesn't add to the user's workload.

Assessments carried out by MobileFact reference customers clearly demonstrate the advantages of the system over other solutions currently available:

Because the system uses GPRS, dial-in and data transfer times are further reduced, and the split data and voice channels that GPRS provides mean that users can conduct a conversation while their handset is also transmitting data.

MobileFact can be easily integrated with existing systems through the use of open interfaces (XML and Java), making communication with billing, administration and payroll systems extremely simple.

MobileFact is based on cutting-edge Internet technology and can

MobileFact is a Software AG product. Software AG is Europe's largest provider of systems software and a global player in the enterprise software market. With more than 5000 customers in more than 70 countries, Software AG is a solution partner you can trust to deliver highly reliable applications.

|   | Reader/Scanner | Laptop/PDA        | MobileFact |
|---|----------------|-------------------|------------|
| Off-the-shelf product available                                   |                |                   |            |
| Cost-effectiveness  |                |                   |            |
| Data quality/failure rate   |                |                   |            |
| Integrated organization, control and quality management functions |                | <br>(online only) |            |
| User-friendly data entry  |                |                   |            |
| Multi-vendor solution   | -              |                   |            |
| Risk of data loss   |                |                   |            |
| Follow-up processing costs  |                |                   |            |
| Training requirement  |                |                   |            |
| Interactive   |                |                   |            |
| Standard communication platform                                   |                |                   |            |

be integrated with Web servers, application servers and WAP gateways from leading providers such as IBM, BEA, Sun and Nokia, ensuring optimum scalability alongside maximum platform-independence.

MobileFact version 1.1 for Windows NT is shipping now. Other platforms are available on request. Please contact your local Software AG sales office for more information.

**Software AG**  
**Corporate Headquarters**  
 Uhlandstraße 12  
 64297 Darmstadt/Germany  
 Tel: +49-61 51-92-0  
 Fax: +49-61 51-92-11 91  
 www.softwareag.com

MOB/FS02E0102 021