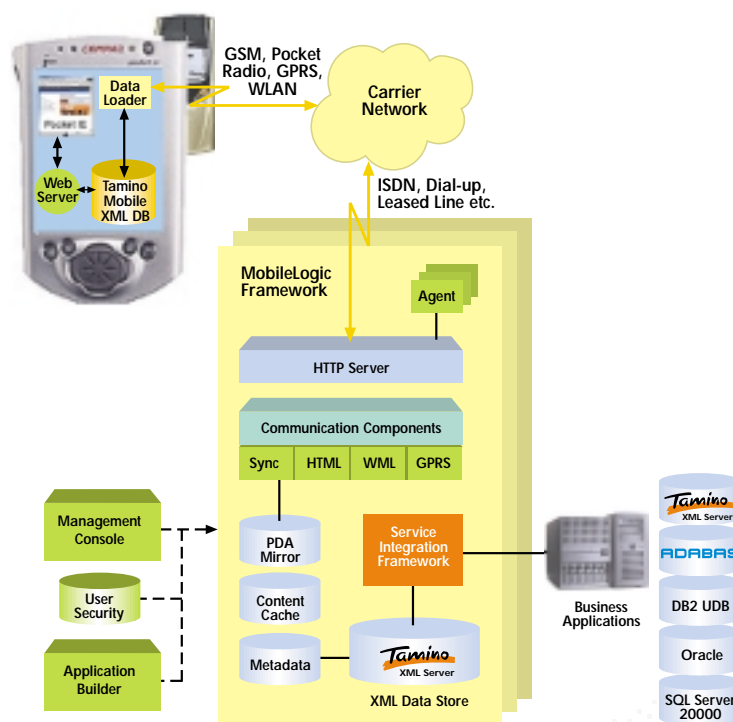# Tamino
Mobile

The Power of Mobility

The market for mobile applications is explosive, however much of the focus has been on delivering information via real-time technologies such as Wireless Application Protocol (WAP). What has largely been ignored is the more routine requirement of equipping mobile workers with near-time access to internal systems. Tamino Mobile and the MobileLogic framework combine Software AG's proven expertise in application integration, XML databases and business critical support to provide a cost-effective, end-to-end solution for your mobile application needs.

Paper-based processes dominate the corporate world. However, for mobile workers, paper forms represent one of the biggest challenges to business efficiency:

- forms are lost;
- they require multiple handling;
- errors are made reading them;
- they do not integrate with core systems;
- and they are hard to distribute.

For a multitude of reasons, paper is not the technology of choice for mobile workers. Tamino Mobile represents the realization of paperless processing for roaming staff using new generation Personal Digital Assistants (PDA).

THE SMART WAY TO BE MOBILE

Tamino Mobile enables you to make faster, better and more informed decisions when you are away from the office. By storing critical data and business rules locally on a PDA, Tamino Mobile unchains your staff from the tyranny of dial-up access to business applications.

Now, instead of "real time", meaning some form of inconvenient physical connection to the office, it can mean information at your fingertips.

"NO CODE" MOBILE SOLUTIONS

Tamino Mobile is a technology breakthrough. The delivery of a native XML database on PDAs supports the creation of user applications without any programming. Instead of code, the XSLT (eXtensible Style-sheet Language Transformations) standard is used to transform documents and business processes to the needs of your users. A high-performance database engine tuned

for PDAs performs these transformations to always guarantee a lively user experience.

MOBILELOGIC PERSONALIZES IT

MobileLogic is Software AG's framework for integrating nearly all kinds of technical services and making them available as personalized and context based user services on multiple device types and in multiple formats. MobileLogic also provides for

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data exchange with Tamino Mobile, introducing a new browser / XML based programming model also for PDAs, including partial updates of the PDA application. In addition, MobileLogic serves as the integration platform for partner products and solutions. Where required, MobileLogic adapts the structure and content of documents to match that of your back end applications, including converting documents from their native format to a more portable format such as Adobe PDF.

EMPOWER YOUR SALES FORCE

Tamino Mobile is the perfect solution for delivering information to your sales force. Unlike a typical customer relationship management (CRM) application, Tamino Mobile is not just a conduit to orders and inventory. While these functions can be integrated via Tamino Mobile, the native XML database can also be used to store brochures, product manuals and white papers directly on the PDA. Additionally, Tamino Mobile can replicate data from other business applications, such as your accounting system and fault logging systems.

Armed with Tamino Mobile, sales staff can finally have all their vital customer information in a single device that fits in their coat pocket.

TURBO CHARGE FIELD SERVICE

Field service staff such as couriers and onsite warranty repair typically represent the most public face of your business, so basing their job around paper forms sends a distinctly "low tech" message to your customers. It also limits the amount of information you can deliver via self-service websites. For example, using a paper system you cannot capture a proof of delivery name and signature, immediately update the delivery or service details in your logistics system and then publish the completed job via your customer accessible extranet within minutes of the job being complete. With Tamino Mobile your field service staff can electronically capture such details in the handheld database and push them back to as soon as the job is complete. Or, if your timeframe is not so critical, they can batch them up for end of day processing. And unlike existing systems, Tamino Mobile allows staff to load service manuals and tips-of-the-trade documents on their PDA to further raise the bar on your competitors.

DIMINISH YOUR DEBTORS DAYS

Professional Services staff operate in the pressure cooker environment of billable hours, so making them come into the office impacts their efficiency. So their timesheets, the lifeblood of a services company, are hand written and faxed into the office for re-keying. Not only is this time consuming and error prone, it usually leads to punitive measures when the timesheets are late – as they always seem to be. Tamino Mobile includes a time sheet interface so billable hours can be captured on a daily basis with direct integration to the billing system. For even a small services firm, implementing Tamino Mobile pays for itself through improved cash flow in a very short period of time.

REPLICATE IN YOUR TIME FRAME

Unlike real time systems based on WAP, GPRS or packet radio, Tamino Mobile and the MobileLogic portal framework allow you to replicate and personalize data at your convenience, via the PC interface cradle that is supplied with your PDA. This not only minimizes the high cost of mobile calls, it means that the data stored in Tamino Mobile is available in locations where coverage is patchy (buildings, tunnels, hilly terrain) or non-existent (rural areas, airplanes etc). Of course, Tamino Mobile supports real time access if you need it.

FULLY INTEGRATE CALENDAR AND MAIL

Tamino Mobile and Mobile Logic support the tight integration of your messaging systems so calendar, mail and to-do functions can be included in the replicated data.

SUMMARY

Tamino Mobile's speed and flexibility represents a paradigm shift in the operations of mobile staff. Finally, the promise of true mobility is realized at a cost to make even the financial controller approve buying a PDA.

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/tamino

TMO/FS03E0602

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