



msc mobile solution brief

msc mobile MOMENTUM Mobile Field Service for SAP enables technicians to access critical SAP data anytime and anywhere. Data like work or service orders, repair history and customer information are always available, whether a network connection is available or not. Equipped with MOMENTUM, technicians can perform their work faster and increase their productivity. Instead of dealing with paper and an error-prone process, they have all necessary data they need to perform their job at their fingertips.

MOMENTUM is fully integrated to both SAP Plant Maintenance and Customer Service. The application exchanges data with SAP automatically and without user interaction whenever a network connection is available. This ensures that business data is instantly available for further processing, scheduling and reporting in SAP.

MOMENTUM is built on the leading mobile enterprise application platform, Sybase Unwired Platform. Engineered by Sybase with know-how share from SAP, Sybase Unwired Platform is a certified connector technology that delivers SAP business data and process to mobile devices. The use of the NetWeaver Mobile 7.1 middleware ensures a tight integration with SAP.

KEY FUNCTIONALITY

• Work and Service Order Management

Workers can view and edit orders on the mobile device and report working time and material consumption back to SAP. Next to the current orders, historical order data can be downloaded, that is related to technical objects. Distribution rules defined in the middleware makes sure that users only receive the orders relevant to them.

• Notification Management

Access to notifications increases the amount of available information for the field worker and therefore improves his ability to troubleshoot and fix equipment's. This decreases equipment downtime and improves customer satisfaction. MOMENTUM also enables users to report new issues by creating notifications and related activities, items and tasks.

• Technical Object Management

MOMENTUM allows downloading technical objects like functional locations and equipment's. With these objects available, field employees can access all relevant information and manage and monitor them better. In MOMENTUM you can view technical objects together with their characteristics and the notification history.



"MOMENTUM brings together msc mobile's plant maintenance expertise, customer service and focus on usability with the proven Sybase Unwired Platform. This is a perfect solution for customers also using SAP applications."

— Jagdish Bansiya,
Senior Director for Enterprise Mobility
at Sybase Inc.

"Only by building MOMENTUM on Sybase Unwired Platform could we reach our goal: A flexible mobile solution with great usability built on proven technology."

— Alexander Ilg,
CEO msc mobile

because mobile matters

- **Inventory Management**

MOMENTUM lets technicians track and manage their inventory without any overhead. When they book material consumptions on orders, the inventory count is updated automatically. This allows an accurate tracking of the inventory.

- **Business Partner Management**

With MOMENTUM the field employee always has access to up-to-date customer records. The application allows them to view the customers in list form or on a map. It is also possible to display the partner list for a master record and view customer details beyond address and location.

KEY DIFFERENTIATORS

- **Built on Sybase Unwired Platform**

MOMENTUM leverages the proven mobile infrastructure strengths of Sybase Unwired Platform, the leading mobile enterprise application platform from Sybase. In addition to the tight integration with SAP's architecture, Sybase Unwired Platform's push-based technology enables MOMENTUM to deliver timely data from SAP systems to mobile devices. Sybase Unwired Platform also offers over the air deployment via the market-leading device management and security platform Afaria.

- **Usability**

MOMENTUM was developed with the user in mind – it offers all functionality in an easily accessible way. By simplifying the business process and the mobile client, it offers a usability that is second to none. Following the concept of "Less is more", MOMENTUM only offers features which are absolutely necessary for the technician and therefore allows even the most inexperienced user to work with the solution. Through settings it is easy to activate features like sorting and filtering for more experienced technicians.

- **Extensibility**

Because of its open architecture and the use of standard technologies like C# and the Microsoft .Net Framework, MOMENTUM can easily be adapted to customer needs. Enhancements can either be done by the customer or an implementation partner.

- **Easy Migration**

MOMENTUM makes it easy and safe to migrate from SAP Mobile Asset Management (MAM), as it is using the same objects and customizing in the SAP system. This way MOMENTUM is using the best of both worlds: The powerful push-enabled synchronization of Sybase Unwired Platform and the tight SAP integration of MAM.

ABOUT MSC MOBILE

msc mobile – a Sybase partner and ISV – focuses exclusively on the development and implementation of mobile solutions for SAP. Founded in 2006 by former SAP employees, msc mobile implements mobile solutions by leveraging Sybase Unwired Platform, NetWeaver Mobile and other technologies like Web Services.

msc mobile – which operates from its offices in London, Augsburg and Montreal - offers a number of mobile solutions for SAP customers, including applications for Field Service, Travel Expenses and Timesheet.

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POWERED BY
SYBASE UNWIRED PLATFORM

