Breaking the barriers of time and distance

Comprehensive field mobility solutions from IBM, Motorola Solutions and Zebra Technologies

Mobile technologies are rapidly expanding the capabilities of organizations with field teams while dramatically changing their competitive dynamics. Mobile workers can now communicate and collaborate with worldwide teams in real time, tapping needed expertise and updating enterprise systems wherever their calls take them. Organizations are benefiting from everything from higher customer satisfaction and company productivity to improved cash flows and easier employee recruitment and retention.

One challenge is avoiding narrowly focused solutions that can be difficult or impossible to integrate and secure on a widespread basis. However, delays in implementing a broader, more effective approach can cause employees to resort to unsupported, ad hoc technologies. Meanwhile, today’s customers can be a very disapproving audience when a support provider’s equipment fails to function adequately.

Connections that go farther and deeper

The power of mobile today depends on much more than issuing new devices. It must also include integrating mobility into your existing business processes and customizing applications according to your needs. To help organizations avoid the pitfalls and maximize the benefits of field mobility solutions, three global industry leaders have come together. They offer a comprehensive, complementary range of best-in-class mobile and wireless technologies and services based on decades of working with each other.

- Motorola offers a broad, ruggedized and versatile line of tablets, mobile devices, wearable computers and scanners.
- Zebra Technologies contributes everything from highly portable barcode label and receipt printers to industrial barcode printers to RFID printers and encoders.
- IBM ties it all together with business, communications and IT integration expertise, as well as technology and services.
The process can start by defining your mobile strategy in IBM workshops designed to help you identify what we call “Mobile Moments”—mobile interactions that will provide the greatest value to individual users, groups of users and the enterprise alike. IBM Global Business Services® will work with you to prepare a strategic transformation roadmap, while IBM, Motorola and Zebra experts are available to help you plan, design, procure, pre-configure, deploy and even manage the complete solution. Additionally, IBM offers financing that can link investments to the resulting returns.

Wide-ranging business benefits
The power of the IBM, Motorola and Zebra alliance is its ability to deliver a strategically planned, seamless and effective mobile capability, one designed to grow as your requirements grow and empower your business around field mobility to:

Increase revenues
- Improve customer satisfaction through faster, more effective responses, delivery and service
- Grow billable time by reducing paperwork and travel times, as well as expediting processes through standardization
- Shorten payment cycles through immediate, accurate billing
- Expand cross- and up-selling by providing technicians with mobile-based sales tools
- Minimize risk with electronic sign-offs on service level and quality criteria
- Increase number of stops per route, per day
- Leverage portable printing for on-the-spot invoice creation, as well as for delivery receipts with signature capture

Reduce costs
- Enable mobile workers to find and access service and inventory information on their own
- Optimize vehicle routing to cut fuel costs and wear-and-tear
- Shrink parts and tool inventories with more timely and accurate tracking and control
- Reduce billing disputes and eliminate handwriting errors
- Decrease training costs by electronically deploying self-administered programs

Manage operations
- Maximize worker productivity
- Streamline warehouse and logistics operations
- Drive greater supply chain and logistics visibility
- Reduce back-office management and administration time
- Capture real-time data for better analytics and action

For more information
To learn more about how IBM, Motorola and Zebra Technologies can help you turn mobile technologies into a strategic advantage for your field employees, please contact your IBM representative, or visit us at:

ibm.com/services