



Mobile Applications

Automating key processes to improve efficiency and reduce costs

The automation of manual processes speeds up the throughput of transactions and delivers faster feedback on changes in the business. Mobile applications offer these improvements – from barcode data entry to transacting on the road. This technology removes entire steps from processes and instantly improves the information available to the organisation.

Introduction

It is an ambition of all businesses to become more efficient. Streamlining processes and taking out manual labour steps is key to achieving this goal.

No set of functions offers more to users in terms of efficient use of their time and faster processing of data than mobile applications.

Using our in-house built software together with third party applications from industry leading mobile software providers, we've built a suite of mobile applications that really add value to any installation of Dynamics NAV.

The range of applications we provide utilise both on-line data entry and barcoded data entry. They may be a simple application that uses a barcode scanner or RDT (radio data terminal) gun or they may be more sophisticated programs run on handheld devices like PDAs or palm pilots.

The applications split into two distinct types. Those that are internal uses of the technology and those that operate for users out in the field or on the road.

Internal Applications

An internal application is one where the normal booking of data into Dynamics NAV is replaced by a more flexible mobile solution. Examples of this type of use include the following.

Warehousing & Inventory

- Pick, put-away, receipt, despatch
- Returns, stock adjustment, stocktake
- Internal transfers & movements

Manufacturing

- Progress works order through routing
- Register consumption, output & scrap

External Applications

This type of function offers users outside the company the opportunity to interact with the back-office system through a handheld device using a link to the internet or a mobile phone connection. Examples include the following.

Sales & Marketing

- Raising quotes & orders
- PODs & signature capture
- Account status enquiries

Service Management

- Receiving jobs – scheduled or call outs
- Time, expense, material usage recording
- Job completion & signature capture

Purchasing

- Requisition processing
- Order approvals

Construction

- Risk assessment & CVR
- Timesheet entry, expense entry
- Material usage

Let's take a look at a couple of examples in more detail.

Proof of Delivery

The Proof of Delivery (PoD) solution allows you to record delivery information (customer name, address, package details etc.) and, crucially, capture a customer signature.

You choose what goes on the delivery note.

The solution allows you to present a professional, modern image to your customers and, at the same time, gives you a verified audit trail for when queries or problems arise.

Contract customers can be pre-loaded onto the PDA, speeding up data entry. In addition, the solution gives you the flexibility to record ad-hoc deliveries.

Mobile Applications

Once the PoD has been recorded, it can be transferred to NAV in 'real time' or whenever is appropriate.

The PoD details can be made available to office staff or to customers via the web interface, allowing problems to be quickly resolved and progress checked.

If you prefer, a PDF document can be generated containing the PoD details and the signature. This can be automatically emailed to whoever is appropriate – your own staff or the customer.

Job Dispatch

Installation, service, maintenance – with our mobile applications you can create, allocate and dispatch jobs, sending your workforce the information that they need to get their work done, receiving back timely completed job sheets.

Jobs can be sent and received wirelessly, decreasing turnaround times and removing the need for unnecessary journeys, paperwork, faxes etc.

Our mobile applications allow you to quickly specify the information that you wish to log. Easily create separate forms for service, installation, emergencies etc.

You can allocate the job to a particular user or to a group of users. Unallocated jobs can be viewed separately, as can those that are outstanding or complete.

You control the job information shown on the PDA, together with related details such as addresses.

The user can work through their work list, sending back completed job sheets as they finish.

Job sheets can be used standalone or with your own existing dispatch/logging system.

Our software allows you to quickly specify the data that you have on your paper job sheets and define a template for the same information on the PDA.

Once you've defined your job sheet template, it can be downloaded to all of the users' PDAs. They can then fill in the electronic version and, once they're finished, send it back 'over the air' or via a docking station.

Finished jobs are available in Dynamics NAV in a matter of minutes. Colleagues (and even customers) can be given access, seeing the progress of work

almost as it happens. No waiting for 2 weeks for the paperwork to be sent back!

Completed jobs can be viewed through the web site, or you can create PDFs of the same details. These can be emailed automatically to the appropriate people.

Benefits

Accuracy

The use of a mobile application interface between the Dynamics NAV software and input by the user is much more accurate than manual keying.

Barcode devices cannot misread information – they either read correctly or they do not read at all.

Using a PDA at the point of entry allows the data to be validated on-line – and the system can suggest relevant information to help users get things right first time.

Speed

Having to wait for transactions to be manually input into the system to catch up with what's really happening in the warehouse or on the road slows down your business.

By automating processes you get an instant update of the process flow, of the data involved and you make sure that the overall picture of what's happening in your business is always current.

Information

Information allows you to make crucial decisions. The quicker you get the information, the sooner you can act on it.

Mobile applications ensure that you get your information from transactions instantly, the moment they happen.

Cost

By eliminating manual inputs you remove steps from the processes involved in key transactions.

This shortens the amount of time needed to keep your system up to date and reduces the workload on staff – freeing them to do more productive things.

This helps reduce the cost of data entry and boost the performance of the company.

For more information about our products and services, please call: **01675 432400**, email us at: sales@metaphorix.co.uk or visit our website: www.metaphorix.co.uk

The image displays three overlapping screenshots of a mobile application interface. The top screenshot, titled 'Field service engineer', shows 'Customer details' for a customer named BEC. The address is 114 Hungerford Road, Brislington. Contact name is Brian Brain, contact phone is 0182 239232, and the time is 'Before 10am'. The fault is '6-month service of all of their equipment.' and the contract is 'Standard'. The middle screenshot, titled 'Job Sheet', shows 'Customer acceptance' with a signature and a confirmation statement: 'I confirm that the work has been completed as described and that the engineer has explained all changes to me.' The bottom screenshot, also titled 'Job Sheet', shows 'Parts used' with a table listing 'Large sprocket' (Qty 1) and 'Standard battery'. There is an 'Add Part' button and a 'Save' button at the bottom.

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