America Online

"MobileFrame software is so far ahead of anything else on the market there was never any real competition for us to win this Fortune 100 account - no competitor offers the flexibility and ease of use that comes standard with our 100% code-free platform. Our software contains fully integrated enterprise class capabilities such as prioritized synchronization, remote device configuration and remote software management, which provides AOL the ability to create many new mobile applications on one platform and leverage this technology across their business world-wide."

– Lonny Oswalt, CEO of MobileFrame

INDUSTRY:
Field Service

PRODUCT:
MobileFrame Business Suite™

APPLICATIONS:

• Field Service Automation
• Mobile Data Collection
• Inventory Tracking
• Asset Management
• Installation Reports
• Time Tracking

MOBILE DEVICES:
Any .NET enabled device

• Pocket PC
• Laptop
• Tablet PC

CLIENT

America Online, (AOL) is the world leader in interactive services, Web brands, Internet technologies, and e-commerce services. America Online has played a major role in creating the consumer online experience worldwide and is leading the development of the next-generation Internet services. AOL produces approximately $9.1 billion in revenues annually and has over 18,000 employees worldwide.

BUSINESS ISSUES

AOL's Operations Department reviews and performs maintenance on 40,000 servers located throughout the world annually. AOL needed to streamline its processes for the procurement and installation of physical host and network assets in all of its data centers. AOL had deployed a robust workflow management tool, Mercury IT Governance (ITG), but needed to supplement its capabilities by integrating mobile barcode-scanning to enable workers on the data center floor to execute workflow and track tasks without the need to return to a desktop PC to enter the data manually.

MOBILEFRAME SOLUTION

Using MobileFrame software, AOL was able to quickly create and integrate a custom mobile scanning software solution with ITG, embed complex workflow and business process logic into the application, and deploy the application directly to personnel in the field. This solution dramatically improved the efficiency of Infrastructure Services personnel who interact with the ITG workflow application and hardware on the data center floor. This mobile solution also improved visibility into the progress of a particular piece of hardware and/or order, since location scans occur throughout the process.

Some key benefits of the MobileFrame solution include:

1. Eliminated the need to enter asset tracking data on PC workstations.
2. Eliminated data input errors resulting from manual data entry.
3. Provided a mobile interface to track outstanding Infrastructure Services tasks
4. Provided Instant insight into hardware information by scanning its asset tag.
5. Improved operational efficiencies and SLA's throughout the organization.
6. Reduced operational costs.

Now, as Operations personnel complete the Inventory Order, barcode scans of the inventory are automatically captured and embedded in the workflow. All Inventory and Asset Tracking Orders are synchronized from the field and automatically updated in AOL's back office ITG system. This results in greatly improved efficiency, and immediately enhances the company's bottom line. MobileFrame's Business Suite™ is the only fully self-contained Configurable Mobile Application™ platform that delivers full functionality out-of-the-box, with no custom coding, no third party mobile gateways, synchronization engines or SDK's required.

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