How The Latest Technologies And Trends Are Transforming The Mobile Workforce
Despite The Constantly Evolving World Of Mobility, Some Things Don’t Change

In case you haven’t seen previous editions of this annual report, let me briefly explain its purpose. I often get feedback from readers like you that some of the most beneficial information available is insight into what real-world peers are doing — which devices they’re selecting and why, what software solutions they’re finding the most value in, how they’re handling their implementations, and so on. This report is based on findings from an annual survey designed to provide just that information. This year we had more than 630 respondents to the survey, and their feedback is compiled in this report. The following pages explore which technologies our readers are using and plan to use in the future, as well as what features and functionality they see as most important in each category. This year’s report also includes respondents’ thoughts on some of the biggest trends in mobility today.

In addition to gathering their views on the technologies and trends, we also asked the respondents to share with us some anecdotes on mistakes they’ve made when selecting or deploying mobile technologies with the hope that you can learn from their words of wisdom instead of making those same mistakes yourselves. You’ll see their advice sprinkled throughout this report as it relates to a specific technology or topic, but the respondents also had some general feedback I thought I’d share with you here. Despite the fact that some of you might look at this advice and think it’s obvious, these anecdotes are from October of 2012 — which goes to show that companies are still making these (seemingly glaring) mistakes when deploying mobility. If you haven’t come across these issues before, this is good advice to heed. If you’ve covered these points before, consider this a refresher course.

“Don’t Skimp On Training/Testing”
Multiple respondents submitted anecdotes that mentioned how a lack of testing their mobile solution caused big-time problems when it came time for deployment. Respondents caution against rushing to get your solution implemented. Your best bet is to take your time and fully test the solution under various scenarios to ensure it works before you begin full-scale rollout. The same goes for how to handle training. Again, companies often skimp on training due to a lack of internal resources or a rush to get a solution deployed. The fact of the matter is, if you don’t prepare employees to use the solution correctly, you’re going to spend a lot more time and money trying to fix that problem than to avoid it from the beginning.

“Involve IT From The Very Beginning”
We’re seeing SaaS (Software-as-a-Service)-based solutions become more and more popular, due in part to the fact that companies want to minimize the toll on internal IT departments and instead rely on external expertise. This is a great model for many companies, but it’s important to still involve your IT team in the solution goal-setting, search, and development process. Even if they won’t be bearing the brunt of the burden on the project, they may be able to offer valuable insight that others in your organization — and the external organization you’re working with — don’t have.

“Get The Most From Your Mobile Solution”
When you’re deploying a mobile solution, you’re often doing it to solve a particular problem. And you’re probably trying to roll it out in the quickest, most efficient way possible. All of that is understandable, but the advice our survey respondents had to share is to make sure you take the time to understand all of the capabilities of the solution you’re investing in — don’t focus so narrowly on the one problem you’re trying to solve that you miss out on additional valuable functionality your solution can provide. I hope you find the information in this report, both the statistics and the anecdotal advice, to be valuable. Also, be sure to check out the back cover to see what mobile technologies your peers plan to invest in next. And as always, if you have feedback, I’d love to hear from you.

Sarah Howland
Editor In Chief,
Field Technologies
Mobility Solutions: A Field Service Change Agent

David Krebs of VDC Research gives his take on the latest trends in mobility and provides key points to consider if you’re shaping a mobile initiative.

The pressures on service businesses continue to mount. From shorter service windows to increased demand for response times of less than 24 hours, supporting an efficient service operation requires greater access to real-time data concerning not only assets and customers but similarly the mobile field force, fleet, and spare parts needed to support service operations. Field service leaders have leveraged mobile solutions and benefitted from improvements in workforce efficiency, SLA compliance and customer service, and enhanced revenues per technician. Some of the real benefits realized by mobile solutions among field service leaders include:

- 18% increase in service visits per technician
- 25% reduction in service calls per ticket
- 40% increase in service revenue contribution per technician
- 30% reduction in logistics costs (as a percent of operational costs).

While the benefits of mobile solutions are clear and validated by VDC’s research, end users are faced with an increasing number of options when it comes to mobile investments. Moreover, most service executives are not satisfied with their service operations, and over two in three plan investments in mobile and wireless solutions to automate certain processes.

In terms of mobile technology, we are in the midst of a perfect storm with a combination of a rapidly declining cost of mobile adoption, advancing mobile processing capabilities, and expansive wireless network coverage. However, with the rapid pace of mobile technology development, confusion is at an all-time high. Moreover, trends such as BYOD and consumerization of IT are forcing organizations’ hands when it comes to the breadth of devices they need to support. This diversity and pace of change inherent with today’s mobile solutions present significant security and compliance challenges for enterprise and IT decision makers.

When considering investing in an inaugural mobile solution to support field service operations or upgrading an existing solution, decision makers are facing a number of options. Let’s explore some of the most critical considerations.

Mobile Device Form Factor And Functionality

Form factor. From smartphones and handheld devices to tablets and notebooks, service organizations are leveraging various form factors. The form factor decision is primarily a tradeoff between portability and display size. As the most effective service technicians have access to critical information at the point of interaction, demand for more portable tablets and smartphones is increasing. Larger displays are typically used in situations where mapping content and complex form entry are required.

Mobile OS. Windows OS represents the primary or legacy platform for many mobile field service solutions. While Windows will remain a critical OS for larger form factor notebooks and tablets, organizations are mostly taking a wait-and-see approach to Windows 8. Clearly, its near-term impact will be greatest for tablets. Android and iOS are increasingly entering the discussion as more viable platforms for field service organizations. The most important requirements for decision makers to consider for these business-critical applications are stability, security, and supportability. In this context Windows still trumps alternative platforms; however, the gap is closing.

Input functionality. Field service applications...
“With consumerization trends sweeping through organizations, the influence of the employee on IT solutions is at its peak.”

have some unique input requirements. The ability to support these is critical. From serial interface support requirements in the telecommunications sector to automatic data capture and payment capabilities in others, selecting a mobile platform that can support today’s and tomorrow’s input interface requirements is critical.

**Rugged vs. non-rugged.** Especially with the increased presence, support, and acceptance of consumer devices in today’s enterprise, the evaluation and deployment of non-rugged devices for field service applications continue to scale up. While the attractiveness of these devices, both in their lower adoption cost and their intuitive interfaces is clear, it is critical for decision makers to consider all the implications. For applications that are deemed mission- or business-critical, uptime is of absolute importance. The “soft” costs associated with device failure can easily cancel the upfront deployment cost savings non-rugged devices present. In addition, the critical requirements for field service applications are stability and lifecycle support, capabilities that are lacking with more consumer-oriented platforms.

**Mobile Application Development**

**Balancing end user and IT requirements.** With consumerization trends sweeping through organizations, the influence of the employee on IT solutions is at its peak. When rolling out mobile solutions, it is almost equally important to balance key IT requirements — security, device and application management, development and support tools — with end user expectations — robust UX/UI, ease of use, and device and application choice. While for line of business applications like field service, the norm is still “enterprise-issued” solutions, not involving end users in solution design is a critical error.

**Native vs. browser/HTML5.** Native applications trump browser applications in terms of overall functionality, responsiveness, intuitiveness, and access to device-side features. However, the allure of cross-platform capabilities is clear, especially considering cost of application development and support. While pure HTML5/browser-based applications are not a viable option for business-critical applications such as field service automation, alternate options such as hybrid applications are emerging. We see hybrid applications as having the potential to reduce application development costs, and more importantly enable access to device-side functionality. Since hybrid apps are in “native wrappers,” they can also be distributed through app stores.

**Lifecycle management.** Mobile lifecycle management is still relatively new but will become increasingly critical as mobile enterprise applications become more pervasive. Lifecycle management solutions will provide real-time, end-to-end visibility and traceability of activities across the application lifecycle in addition to delivering automated testing services for mobile applications across multiple devices.

**Mobile Decisions Taking On Broader Enterprise-Wide Scope**

The most challenging part of mobile field service development is to identify the right set of use-cases and the right user experience and interaction model. It turns out that the typical mobile application user is much less forgiving than the average user of Web or desktop applications. True enterprise-class mobility will require governance, security, privacy, and compliance policies. Mobile enablement portends key investments to ensure effective management of mobile devices, app distribution (enterprise app stores), mobile development tools and more. This is opening up key opportunities for vendors developing solutions and services that span end-to-end mobile solution development and lifecycle support services.
Handhelds remain an extremely popular form factor for mobile computing initiatives, as shown by the 49% of our audience whose mobile workforce is using them — more than any other category. One likely reason for that popularity is that companies have more handheld and smartphone options now than ever before — both with rugged handheld computers, consumer-grade smartphones, and various categories in between. We’re seeing companies have success with deployments of all types.

For instance, when it was time for ThyssenKrupp Elevator to overhaul its mobile solution, the company considered both rugged and consumer-grade devices before ultimately selecting a rugged handheld. Why? The company was concerned that the shorter lifecycle of a consumer-grade device would cause issues.

On the other hand, Redlands Police Department recently replaced its vehicle-mounted laptops with more mobile iPhones so officers could carry their devices with them. According to Redlands PD, OtterBox cases removed any concern that the iPhones would not withstand use in the field. Regardless of which type of device you choose, it looks like the handheld form factor will remain a common choice — 75% of respondents using handhelds said they’ll consider handhelds again at their next refresh.

**What’s your mobile workforce’s primary form of communication from the field?**

- 49% handhelds/smartphones
- 26% non-rugged tablets
- 14% rugged tablets
- 7% non-rugged laptops
- 5% rugged laptops
- 9% other

**Why handhelds over another form factor?**

- 42% portability (take on site vs. leave in vehicle)
- 23% proven form factor
- 14% field worker preference
- 12% cost
- 9% other

**Top 5 Features/Functionality**

1. Wireless communications capabilities
2. Battery life
3. Screen size/readability
4. Ergonomics
5. Processing power/speed

**What device form factors will you consider at your next refresh?**

- 75% stick with handhelds/smartphones
- 26% non-rugged tablets
- 14% rugged tablets
- 7% non-rugged laptops
- 5% rugged laptops
- 9% other

*companies can select multiple responses*
Laptops

At 40%, laptops are the second most popular form factor for our audience after handhelds. That said, it looks like the category will experience some decline in the near future — 55% of people using laptops plan to also consider tablets at their next refresh, and 49% of respondents think the tablet form factor will eventually replace the laptop. Only time will tell what the real impact of tablet popularity will be, but for now we’re still seeing companies selecting the laptop over other form factors for their deployments.

What’s your mobile workforce’s primary form of communication from the field?

Top 5 Features/Functionality

1. Wireless communications capabilities
2. Battery life
3. Cost
4. Processing power/speed
5. Device memory/storage

Why laptops over another form factor?

- 10% - other
- 13% - need it to accommodate equipment we’re servicing
- 14% - cost
- 24% - need the keyboard
- 38% - proven form factor

Do you think the tablet will eventually replace the laptop?

- 51% - No
- 49% - Yes

What device form factors will you consider at your next refresh?

- 14% - rugged handhelds/smartphones
- 17% - non-rugged handhelds/smartphones
- 26% - rugged tablets
- 29% - non-rugged tablets
- 78% - stick with laptops

* companies can select multiple responses

“Buy the right device for your operation. We bought rugged notebooks even though the device doesn’t leave the vehicle. Semi-rugged would’ve been sufficient.”

Questar Gas set out this year to take its service management mobile and chose a rugged laptop to do so. Questar felt laptops were the best choice for vehicle mounting and wanted the keyboard for data entry after each job. After initially piloting rugged handhelds for its mobile deployment, HVAC company ACCO changed course and deployed laptops due to their larger screen size. With the longstanding popularity of handhelds and the newer-found popularity of tablets, it’ll be interesting to see where this category stands next year.
The tablet buzz we’ve experienced the past couple years is still going steady. With the introduction of the new iPad, release of Windows 8, and numerous other product releases this year, tablets remain in the spotlight. While only 11% of our survey respondents currently have tablets deployed, I’d expect that number to grow significantly over the next couple of years.

As with the handheld/smartphone category, we’re seeing companies deploy both rugged tablets and consumer-grade tablets. When Heniff Transportation decided to revamp its fleet management solution, the company chose Windows-based rugged tablets that could be used both in vehicle docks as well as outside the vehicle. UtiliQuest learned the hard way that rugged tablets were the best fit — the company first deployed consumer-grade laptops and experienced numerous failures and expensive downtime. UtiliQuest quickly pulled the plug on the laptops and switched over to a rugged tablet-based solution.

Looking at the other side of the coin, McKinley Equipment company chose the iPad for its cloud-based mobile deployment this year. Transitioning from a paper-based system, McKinley chose the iPad mostly due to its low cost. To incentivize workers to take good care of the iPads the company deployed, McKinley allows its mobile workers to take the iPads home at night and on weekends for personal use. Companies that have made the transition to tablets find the satisfaction level pretty high — 87% of companies using tablets plan to stick with the form factor at their next refresh.

**Top 5 Features/Functionality**

1. Screen size/readability
2. Wireless communications capabilities
3. Battery life
4. Ergonomics
5. Ruggedness/durability

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**What’s your mobile workforce’s primary form of communication from the field?**

![Pie chart showing 11% tablets]

**Why tablets over another form factor?**

- 5% - touch interface
- 7% - field worker preference
- 8% - cost
- 10% - screen size
- 13% - popularity of the iPad
- 17% - other
- 40% - portability

**What device form factors will you consider at your next refresh?**

- 3% - rugged laptops
- 5% - non-rugged laptops
- 12% - rugged handhelds/smartphones
- 15% - non-rugged handhelds/smartphones
- 87% - stick with tablets

*companies can select multiple responses*
Mobile Printers

Mobile printing can serve a variety of purposes. One purpose of printing on site is to speed up invoicing and, therefore, shorten billing cycles. For example, car-wash equipment supplier Ryko Solutions replaced its carbon paper-based work orders and invoices with a mobile printing solution.

The company chose rugged mobile printers since they’re used in environments that are often wet and dirty. Not only does Ryko use the mobile printers for work orders and invoices but also to create repair proposals, print schematics, and print quotes for customers.

Nevada Beverage Company is another example of a company benefiting from mobile printing. The wholesaler replaced a time-consuming and cumbersome paper invoice process with a rugged mobile computing and printing solution. Rugged devices were preferred because Nevada Beverage’s drivers are in areas of extreme dry heat and need to be able to function despite the environment. Since deploying its solution to replace paper, Nevada Beverage has saved one hour of invoice processing time per day, per location.

Do you currently use mobile printers in the field?

- **18%** Yes
- **82%** No

17% of companies not currently using mobile printers plan to deploy in the near future. What do they plan to use mobile printers for?*

- **14%** other
- **36%** receipt printing
- **40%** invoice printing
- **41%** proof of delivery/service
- **81%** printing forms on site

* companies can select multiple responses
Knowing the wide variety of software solutions that exist today — and the options for procuring these solutions — it surprises me that more companies aren’t currently using a mobile workforce optimization solution. Not too long ago, the variety of software there is today didn’t exist — and the cost of deployment was much higher — making solutions seem unreachable for smaller companies. That’s no longer the case. We’re seeing companies of all shapes and sizes deploy software solutions that work for their organizations.

For instance, DISH Network recently replaced its homegrown mobile solution with a more comprehensive, cloud-based mobile workforce management solution. DISH chose a cloud-based solution because it enabled the company to deploy the software quickly and required very little upfront investment. Since deploying the solution to its 16,000 technicians, DISH has increased technician productivity by 10%.

Water treatment systems manufacturer Kinetico was looking for a solution to replace its spreadsheet system that would put little to no burden on its IT and felt a cloud solution was its best bet. Since deploying cloud-based service management, Kinetico has cut work-order resolution times by 50%.

Questar Gas took another approach, choosing to work with a vendor that offers a modular approach so it could start with some functionality and add on later. The company first deployed an optimized scheduling solution and has added a mobile component and GPS integration since. No matter what your company’s size, budget, or IT capabilities, there’s a software solution available that can help you automate your manual processes and improve the efficiency of your mobile workforce. For these reasons, I suspect we’ll see the percentage of companies using automation software grow significantly over the next couple of years.

Do you currently use a service management/automation solution?

- 40% Yes
- 60% No

What functionality does your software provide*?

- 9% - other
- 13% - capacity forecasting/shift planning
- 19% - SLA management
- 25% - contract/warranty management
- 26% - customer engagement/feedback collection
- 28% - dynamic scheduling
- 38% - parts/inventory management
- 39% - routing/navigation
- 39% - customer interaction management
- 44% - customer history access/knowledge management
- 50% - basic scheduling
- 55% - dispatch/workorder assignment
- 60% - service/workorder management

28% of companies not currently using software plan to invest in the near future. Here’s the top 5 areas of functionality they’ll be seeking:

- 1. Dispatch/workorder assignment
- 2. Service/workorder management
- 3. Basic scheduling
- 4. Customer interaction management
- 5. Customer history access/knowledge management

* companies can select multiple responses

“Before making an investment, make certain the software can integrate with whatever back-office systems you need it to.”
Fleet Management

Many companies think of fleet management as simply a way to improve driver productivity and reduce costs. Fleet management solutions absolutely accomplish those goals — but the benefits don’t stop there. Fleet management can also improve driver safety, reduce risk and liability, contribute to sustainability, and improve customer service.

United Road Towing is a company that has taken advantage of various benefits fleet management can provide. The company deployed a SaaS-based fleet management solution to minimize initial capital outlay. Since deployment, URT gets to jobs approximately 35% faster and has seen an overall reduction in miles driven per job of 18%, which reduces wear and tear on trucks and also saves fuel. In addition to the operational savings, URT is using its fleet management solution to improve customer service by providing detailed information about the service provided and how it compares to competitors’.

When Basic Energy replaced its rudimentary fleet management solution with a newer, advanced fleet management system, the goal was to expand the benefits of fleet management beyond improving driver efficiency. Basic’s new solution has enabled the company to completely automate formerly paper-based DOT-required HOS (hours of service) logging, which has eliminated hundreds of hours of reporting per month. The company has also implemented a comprehensive driver safety program, made possible by the data collected from its fleet management solution.

Like the choice in field service software, the options of fleet management solutions available today are vast. If you’re thinking you have to have hundreds of vehicles to benefit from fleet management, that’s not the case. Even HVAC company Lambasio, with only 15 service vans, is benefiting from fleet management. Since deploying a Web-based solution, the company has reduced fuel costs by 20%.

**Do you currently use a fleet management solution?**

- 24% Yes
- 76% No

**Top 5 Features/Functionality**

1. Reporting capabilities
2. Ease of use/UI
3. Ability to integrate with other applications
4. Scalability
5. Ability to customize

**What were your top goals when implementing fleet management?**

1. Increasing driver productivity
2. Reducing fuel costs
3. Improving driver safety/reducing accidents & liability
4. Reducing overall operating expenses
5. Visibility into driver location

“Don’t try to roll out to numerous groups at once. Look for a smaller team to start that will experience a quick win, and build on that with a phased deployment.”

“Change management is imperative with fleet management — it’s critical to communicate with your workforce from the beginning.”
Nothing is more frustrating than investing in a mobile solution only to have it fail in the field due to connectivity issues. I’ve spoken with countless companies that are fed up with connectivity challenges but aren’t sure what to do about them. The police and fire departments of Tyler, TX, needed to ensure persistent connectivity when they decided to go wireless with their crews. With mission-critical applications, having downtime wasn’t an option. Even when an application isn’t mission-critical, the loss of wireless coverage can cause data loss and also force users to spend time logging in again and restarting applications.

With a mobile VPN solution, mobile workers are able to continue their work even when a connection is lost. Interruptions in connectivity go unnoticed by the workforce, letting them focus on the tasks at hand. Tyler also recently deployed a cellular network management application, which can identify and pinpoint causes of connectivity problems, maintain a current and accurate list of each cellular network adapter and who it’s assigned to, and identify, redeploy, or disconnect underutilized devices.

Another example of an organization taking charge of its connectivity is Yavapai, Arizona’s County Sheriff’s Office. With a large area to patrol, much of it in remote areas, Yavapai experienced significant issues with wireless connectivity when it began field testing a mobile computing solution for its department. Yavapai deployed cellular signal boosters in the department’s vehicles along with the mobile computers, and the boosters alleviated the department’s connectivity issues altogether. Wireless connectivity issues can be incredibly frustrating and can seem out of your control, but there are indeed solutions available to help you overcome these challenges.

**Do your mobile workers currently communicate with the back office in real time?**

- **34%** No
- **66%** Yes

**Do you ever have trouble with your wireless connectivity?**

- **25%** No
- **75%** Yes

**How crucial is real-time connectivity to your mobile workers’ productivity?**

- **5%** - not important
- **29%** - crucial
- **66%** - important, but not crucial

**What’s your biggest wireless connectivity challenge?**

- **3%** - device issues
- **5%** - issues due to global technicians
- **14%** - cell signal in metro areas
- **16%** - I don’t know, but it’s frustrating
- **22%** - cell signal while indoors at customer site
- **40%** - cell signal in rural areas
Current Trends

The previous issues of our Field Mobility supplement have only taken a look at mobility by product category — as this edition has done so far. But this year, we decided to also take a look at where companies stand on some of the biggest current trends. These two pages provide our respondents’ takes on everything from BYOD and the OS landscape to cloud computing and ruggedness.

**BYOD**

Have you implemented a BYOD strategy?

- 27% Yes
- 73% No

What was the primary reason you implemented BYOD?

- 29% to reduce costs
- 9% other
- 62% to empower employees
- 6% other

For the 73% not using BYOD, have you considered it?

- 35% Yes
- 65% No

What are your biggest concerns with BYOD?

1. Security
2. Strain on IT
3. Loss of control
4. Inability to develop/execut e a solid BYOD policy
5. Non-work use during work hours

**Cloud Computing**

Is your current field service software cloud-based?

- 27% Yes
- 73% No

For those of you without cloud-based software, would you consider it in the future?

- 43% No
- 57% Yes

What was your primary reason for selecting a cloud-based solution?

- 6% other
- 12% to be device agnostic
- 19% lower up-front cost
- 22% less strain on IT
- 41% faster deployment

“We used standardized devices until employees started to resent them. We now allow a BYOD strategy so field workers can use the device they’re most comfortable with.”

“We made the mistake of trying to develop our software solution internally and wasted significant time and money in the process.”
Field Mobility 2013
Current Trends

Rugged Vs. Non-Rugged

Do you believe that some level of ruggedness is essential in a mobile device?

- 79% Yes
- 21% No

If yes — why is a level of ruggedness essential?*

- 64% can’t afford downtime
- 52% techs mishandle devices
- 46% harsh conditions
- 3% other

If no — was this always your opinion, or have devices like the iPad had an impact?

- 50% No, this was always my view
- 50% Yes, it has had an impact

Which OS does your mobile solution currently use?

- 47% - Windows
- 21% - iOS
- 17% - Android
- 9% - BlackBerry/RIM
- 5% - Multi-platform

Which OS, if any, would you consider migrating to in the future?*

- 47% - Windows
- 50% - Android
- 9% - BlackBerry/RIM
- 21% - iOS

What’s the biggest reason you’d consider migrating to a new OS?

1. More flexibility
2. Current OS can’t provide functionality we want
3. The device we want uses another OS

What do you see as the biggest challenge of migrating to a new OS?

1. Purchasing new devices
2. Migrating software applications
3. Integration with back-office systems

Mobile Device Management

Do you currently have an MDM solution in place?

- 31% Yes
- 69% No

What functionality does it provide?*

- 56% - ability to monitor app usage
- 68% - remote access/control for troubleshooting
- 70% - ability to block functions/apps
- 76% - device provisioning/push software remotely
- 79% - ability to lock down/wipe the device if stolen

* companies can select multiple responses

“…it’s a detrimental mistake to deploy a mobile solution without a mobile device management solution in place.”
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ARMOR Rugged Mobile Solutions from DRS Technologies combine real-time advanced computing and communications technology with MIL-STD durability. Based on more than 25 years of experience developing military computer systems and industrial tablets for the harshest working conditions, the ARMOR family includes the ARMOR X10gx tablet; ARMOR X7 and ARMOR X7et Windows tablets; ARMOR X7ad Android tablet; and ARMOR X12kb convertible rugged tablet. ARMOR rugged tablets are certified to survive the harmful effects of dust, sand, glare, moisture, impact, temperature extremes, and vibration, and feature connectivity options like WWAN, Bluetooth wireless, and integrated GPS. Visit drsarmor.com/fieldservice.

Kronos is the global leader in delivering workforce management solutions in the cloud. Tens of thousands of organizations in more than 100 countries— including more than half of the Fortune 1000 — use Kronos to control labor costs, minimize compliance risk and optimize employee performance, and engagement across the enterprise to deliver better customer service. Learn more about Kronos industry-specific solutions for onsite and mobile employees including time and attendance, scheduling, absence management, HR and payroll, hiring, and labor analytics applications at kronos.com. Kronos: Workforce Innovation That Works.

At Stratix, we understand how to deliver mobility into the enterprise and support the people who depend on it. Enterprises have more mobile technology options available today than ever before. However, more options for the enterprise translate into more complexity. Stratix can simplify these complexities. We provide planning resources with extensive mobile expertise, deployment and support mobile service professionals, and our sVision portal to deliver real-time reporting on critical information to help manage your entire mobile ecosystem. We simplify mobility so you can get to the business of running your business. Visit stratixcorp.com.

Esrí’s geographic information system (GIS) technology gives you the power to think and plan geographically. Used today in more than 350,000 organizations worldwide, Esri’s GIS helps governments, universities, and businesses save money, lives, and our environment. GIS helps you understand and question data in ways that reveal relationships, patterns, and trends. So whether you are transporting ethanol or studying landslides, you can use GIS to solve problems and make better decisions, because a GIS enables you to look at your valuable data in a way that is quickly understood and easily shared. Esri supports the implementation of GIS technology on the desktop, servers, online services, and mobile devices. Visit esri.com.

Motion Computing is a leading global provider of tablet PCs and supporting mobility solutions for field service computing. Rugged, lightweight, and highly mobile, Motion Tablet PCs are powerfully equipped and packed with integrated features, maximizing productivity by providing mobile professionals with real-time computing at the point of service. Designed, developed, and built for business, Motion Tablet PCs are available with up to the Intel Core i7 vPro processor and built to run Windows. Motion’s innovative products, services, and solutions improve efficiency, accuracy, and overall performance while reducing time and saving costs. Learn more at MotionComputing.com.

TOA Technologies helps businesses of all sizes worldwide — such as cable, retail, home services, and utilities — to operate more efficiently, reduce costs, and deliver better customer service. With its patented time-based pattern recognition and predictive analytics, and unique approach to scheduling, routing, and managing mobile workforces, TOA’s ETAdirect field service management solution suite offers the most accurate results for optimizing field resources and reducing customer wait times. TOA’s solutions deploy quickly, are highly configurable, and easily integrate with existing CRM, ERP, and other solutions. Learn more at toatech.com.

Xplore Technologies has been the world leader and innovator in rugged tablet PCs since 1996. Setting the standard for “real-world rugged,” Xplore’s ix104 family of tablets are the best option when durability and performance matters. With key differentiators such as true field reparability and upgradeability; a brilliant outdoor viewable display; IP67 and MIL-STD 810G ratings; intrinsically safe certifications; and an expansive array of docking and mounting options, the Xplore family of PCs are the most rugged tablets on Earth. And when coupled with comprehensive communications options including LTE, Bluetooth, GPS, GOBI3000 — the ix104CS delivers unparalleled performance and TCO. Visit xploretech.com.
What Will Your Next Investment In Field Mobility Be?

“We plan to roll out Windows 8 tablets in the near future.”

“A GPS solution to track our mobile workers in real-time.”

“Mobile device management to better monitor/control the devices we have deployed.”

“Taking our field service software solution mobile.”

“Migrating our current mobile solution to an HTML5-based, device-agnostic solution.”

“Wireless cellular amplifiers to improve connectivity.”

“Equipping our mobile workers with the iPad.”

“Our next step is to link our mobile workforce management system to our GPS/telematics system.”