GuiXT Offline:
A Solution for the Next Generation of Mobile Workers

White Paper > Usability
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Mobile workers are constantly on the move, moving faster than ever before, providing more services, making more contacts, collecting more data, completing more orders, closing more deals, and working more hours out of the office. Currently, there are more than 650 million mobile workers. And by 2009, the number of people working in the field with laptops and other mobile devices is expected to rise to 850 million, with the U.S. leading the pack as the most mobile-enabled workforce in the world.

But there is a major fallout to the mobility. This remote revolution has created a crisis for many companies as they struggle to adapt their technology and support infrastructures to meet a new set of demands. Increasingly complex mobile applications and demands for 24x7 support are challenging companies worldwide. According to major research initiatives developed by Avaya (NYSE: AV), a communications industry leader, growing pressures facing companies include costly business disruptions and missed communications that employees experience when away from the office. Their findings revealed the following details:

- Nearly 75 percent of all respondents predict an increase in the percentage of remote workers at their business.
- 84 percent report pressures on their IT organizations because of the need to support remote and mobile devices.
- More than half of those surveyed missed important business meetings, customer inquiries, or business leads due to missed communications.
- More than one-third surveyed said that missed communications directly resulted in lost revenue or expenses.

Companies are turning to automated systems, renewed IT training, outsourcing, and other responses in order to cope. But they are still having difficulty tracking, collecting and retaining accurate data. This is particularly true for companies with a limited infrastructure to record information in the field; they have trouble integrating data with main IT and SAP systems and sending vital information back to the mobile workforce. The result is lost productivity due to workers re-entering data upon returning to their home system, poor data entry because it is based on paper notes, and weakened customer relations because of the lack of immediate connectivity and communication.
MOBILITY OPTIONS

Companies seeking to track, control and manage data often use the SAP ERP (R/3) system. SAP provides tailored screens, mobility and some level of automation. But the use of SAP systems to manage a mobile workforce has its own set of problems as well.

First and foremost, to keep the system up-to-date and to modify it to match business needs is an expensive, lengthy process that requires ABAP and/or Java programming. This is because SAP ERP (R/3) systems are based on the SAP NetWeaver Application Platform, which provides tremendous flexibility but at the cost of complicated functionality and expensive redevelopment and maintenance. These systems must also be tailored to each mobile device, which requires cumbersome software deployment and more maintenance. For example, for Visual Composer to work on RFC and BAPI, a service must already exist before development can start. Existing screens that users are comfortable and familiar with cannot be used, and must be created from scratch. The same applies to existing reports and selection screens. And with the multitude of selection screens available, redevelopment is a long and complicated process. In addition, when mobile devices move out of network range, they lose their ability to log and collect data. They can’t function on their own, so information collected out in the field cannot be easily integrated into the SAP ERP (R/3) system. The options are few and less than ideal:

- With the SAP Mobile infrastructure, extensive development is required, only a few pre-built scenarios are offered, there is a heavy demand on hardware, and there are problems with making adaptations for the latest Internet Explorer versions on Pocket PC.
- With 3rd Party Systems, extensive development is required, non-standard servers are used, and connections are limited to SAP ERP (R/3) via BAPI, IDOCS; they are not live on R/3.
- With the SAPConsole, extensive ABAP development is required, there is a long connectivity chain of telnet to telnet server to SAP ERP (R/3), there are disconnection issues, and the system can be inflexible.
GUIXT OFFLINE SOLUTION

To solve these problems, Synactive’s GuiXT Offline provides a fast, inexpensive way to empower your mobile workforce. GuiXT Offline is the first and only product that takes the power of your SAP ERP system (and any version of your SAP system) out of the office and into the field with or without network connectivity, and without the expense of ABAP reprogramming and redevelopment. With GuiXT Offline, companies can customize their SAP ERP system to function with personal computers, pocket PCs, laptops, PDAs, smart phones and handhelds so that when users collect data out of network, their information can be stored on their device and then uploaded to the system when they return. And best of all, the GuiXT Offline system is scalable, so whether you run a small corporation with only 20 sales people out on calls or you manage a complex network of 300 manufacturing employees, the system can be adjusted to meet your company's needs.
GUIXT OFFLINE IMPLEMENTATION

GuiXT Offline is installed directly on to your users' devices and can be easily customized for your business without additional programming. Complicated multi-screen transactions can be consolidated into one useful screen that fits into smaller devices, so only essential fields are displayed, keystrokes are minimized, and the communication bandwidth used is negligible. That means that not only is mobility increased, but so is efficiency.

GuiXT Offline provides the ability to connect with SAP ERP (R/3), on as needed basis. So as soon as the device moves in range, the user can decide when and what to download to the home system. That means that rather than having to re-enter data, orders and transactions can be seamlessly processed. Moreover, GuiXT Offline makes efficient use of communication bandwidth by pushing most of the processing to the server side.

So whether your workforce is out on a sales call or collecting information on a remote mountaintop, data can be easily collected, stored and forwarded into your SAP ERP system.
GUIXT OFFLINE IN ACTION

The following scenarios are examples. GuiXT Offline is currently being implemented at a utility company.

Scenario #1 – Work Orders

To ensure the safety of residents, a water safety board inspects all water pumps, sewers and pipes related to new construction in commercial and residential settings. Each year, the board receives approximately 250,000 new requests for inspections. This amounts to an average of 1000 inspections a day for its 200 inspectors.

Managing this process in an efficient, cost-effective manner is a complex challenge, because workers out in the field can rarely maintain connectivity and are thus unaware of updates to the SAP R/3 system. All the information associated with work orders, the job numbers, the part numbers, the hours logged while performing operations has to be manually entered back at the home office. From there, inspectors receive the next work order and then return to the field, only to have to return again to enter in all the data. But with GuiXT Offline, the process has been simplified and streamlined.

Now inspectors can receive work orders, such as “Replace Pump at 4th and Anza,” right from their mobile devices. And even if inspectors are out of network range, they can use the offline device to log in the completed work order and enter in hours. If they happen to get Wi-Fi access, a Sync button appears and inspectors can then exchange data. New work orders appear and disappear as they are completed. This prevents inspectors from continually returning to the home office to send and receive vital information, and it means that if the next job is 100 feet away, then inspectors can begin working immediately.

After the implementation, inspector productivity rose by almost 50 percent, response time improved, administrative work decreased, and regulatory compliance has been reinforced. And most importantly, customer service is now highly responsive due to real-time information availability.
GUIXT OFFLINE IN ACTION

Scenario #2 – Cycle Counting

A hospital’s medical center has a vast inventory of drugs that are necessary to keep patients comfortable and comfortably breathing. Before the wireless, mobile implementation, doctors had to constantly check for drug inventory. They could get the drugs they needed from the shelves, but they were required to use a PC workstation to manually identify and log out all medication, and then identify which of the more than 100 department cost centers to charge. Unfortunately with the hectic pace of daily operations the system was difficult for hospital staff to comply with and rarely used. Never really knowing exactly what was in inventory made it impossible to keep inventory levels low without increasing the risk of running out of critical medications. The decision was made to arm staff, doctors and nurses with RF Mobile devices, so they could scan in drug and patient information and enter in data as they made rounds. After doctors and nurses were given mobile devices, they were able to check on patients, check on current inventory, and order medications, all the while maintaining contact with the person in need. This efficient drug inventory process ensured that critical drugs were on hand while reducing drug inventory levels and aiding efforts to control costs.

By enabling staff to scan and record as they go, compliance rates for recording information rose 95 percent. This significantly improved the hospital’s ability to control inventory levels, which is a key to controlling overall costs. Every evening the system automatically reports what is left in stock, and what is needed. With this information, the hospital can negotiate better prices and payment terms with its vendors, which results in more low cost drugs for patients.
GUIXT OFFLINE ADVANTAGE

With GuiXT Offline, SAP ERP (R/3) users can enjoy the following benefits:

- **Customized Screens** - Any SAP transaction can be simplified and customized so that it can be easily viewed via a small PDA or similar mobile device.
- **Out-of-Range Handling** - When a user’s device moves out of the Wi-Fi range, GuiXT Offline still functions. And upon return, GuiXT Offline can easily reconnect with SAP ERP (R/3).
- **Reduced Training** - The use of customized SAP screens limits the need for extensive user training.
- **Fast Transactions** - Data transactions can be accomplished swiftly with modified screens.
- **Selective Syncing** - Workers can decide exactly when and what needs to be uploaded to the system. And if workers are out of network, their information can be input later, with no compatibility issues.
- **Improved Communication & Faster Response Time** - With mobile order entry, you can improve communication between your workforce, suppliers and customers.
- **No Need for Java or ABAP Programming** - It uses the same Dynpros, providing access all R/3 applications.
- **No Need for Middleware** - There is no need for third party servers or application servers on your mobile devices, and there is no need for a telnet server, SAPConsole, or web server.
- **Fast Setup** - Installation takes minimal time and doesn’t require extensive software deployment.
GUIXT OFFLINE APPLICATIONS

With GuiXT Offline, you can customize your SAP transactions and applications for your workers’ devices and your particular business. Outlined below are applications that lend themselves to extensive mobile and offline usage.

Sales Management

- Creating sales orders and quotations
- Viewing order details and pricing information
- Tracking information on customers & prospects
- Creating, updating, and displaying account details
- Managing activities and tasks
- Maintaining and updating sales pipelines
- Entering new leads

Service Management

- Streamlining planning for service personnel
- Organizing daily tasks and activities
- Reporting problems, parts used, and time worked
- Providing instant feedback to call centers
- Creating new or follow-up activities

Supply Chain Management

- Performing cycle count and physical count operations
- Receiving in-bound items from vendors
- Putting away received materials into inventory
- Picking up requested items from the inventory
- Confirming that items have been put away or picked up
- Performing delivery and distribution operations of in-bound items
- Verifying transfer orders or updating physical inventory
TOTAL COST OF OWNERSHIP

A Total Cost of Ownership (TCO) calculation can help you assess the investment needed to provide SAP ERP (R/3) access to your field staff. You should consider the following issues when performing a TCO analysis:

- **Capital Investment**: With GuiXT Offline, the required capital investment is minimal. You do not need to invest in expensive hardware, middleware, or application servers.

- **Implementation Costs**: All solutions available on the market today, besides GuiXT, require coding to meet specific business requirements, or provide connectors that work only for a handful of transactions. Both options either limit your capability to access full-fledged SAP ERP (R/3), or require expensive and time-consuming specialist programming skills.

- **Changing Business Requirements**: Mobile business applications must be easy to modify so that they can accommodate changing business requirements. Bringing in programmers to make even the slightest adjustment can be very expensive. With GuiXT Offline, you can make changes to the interface easily and seamlessly. Adding or changing fields, for example, can be done in a matter of hours, if not minutes.
GuiXT delivers a host of productivity benefits to businesses running the mobile offline solution. Return on Investment (ROI) analysis can help you evaluate how quickly a solution will return value to your organization. Some benefits are easily quantifiable, while others are more difficult to assess. Listed below are business benefits that you can anticipate from the use of GuiXT Offline, and which you might consider in your ROI calculation.

- **Increased Employee Productivity:** Employee productivity is a significant factor in GuiXT Offline ROI calculation. Assuming a $30 hourly rate of an employee working 2,000 hours per year, a 500 employee organization can realize $600,000 in savings from a mere 2 percent increase in employee productivity. With GuiXT usage, a productivity gain of 10-15 percent is extremely common. By implementing the GuiXT system, Steelscape saved 1,775 man-hours per day and 461,500 man-hours per year, resulting in more than $13 million in savings.

- **Lowered Training Costs:** GuiXT can help reduce training requirements. Using GuiXT, Rexam Beverage Can Americas cut training requirements from 40 hours to 4 hours or less per machine operator. GuiXT helps organizations achieve this goal by simplifying the user interface so that only the required fields are displayed in an easy-to-understand and intuitive manner. “We more than recovered the cost of the GuiXT license in the training savings alone,” observes Steve Foster, SAP PM Manager, Rexam Beverage Can Americas.

- **Improved Effectiveness:** Mobile access significantly improves effectiveness of field personnel. Field staff can enter sales orders, perform inventory checks, price checking, and track shipment from anywhere, any time. Warehouse employees can avoid numerous trips to the warehouse office for paperwork, saving valuable time. “With RF guns and mobile devices, warehouse employees can access SAP R/3 from almost anywhere, and GuiXT has helped simplify the interface tremendously,” said Tony Waadevig, Steelscape Systems Analyst.

- **Improved Accuracy:** Due to the clarity offered by a simplified interface, there is less confusion about what data needs to be entered in each field. As a result, data-entry accuracy increases dramatically. You no longer have to spend time and resources cleaning up extraneous data entered by employees.

- **Improved Customer Relationships:** If workers are out in the field collecting data or making a sale, they can record all the information they need and then upload it as soon as they have connectivity. This means that customers and coworkers get a faster response to requests.
GuiXT Offline technology gives your mobile workers access to the SAP ERP (R/3) interface while they’re on the move, allowing them to operate more efficiently, productively and effectively whether they have network connectivity or not. Getting started and implementing the system is fast, easy and inexpensive. To learn more about the GuiXT Offline solution, contact Synactive today at +1-650-341-3310 or visit our website at www.GuiXT.com.