



## SAP® Business One ➔ Mobile One

*Mobile One for SAP Business One extends key Business One functionality to external field service, sales, and distribution staff. Using laptops or handheld devices with Windows Mobile, Blackberry or Palm operating systems, Mobile One provides timely, complete and reliable online and offline access to all critical SAP Business One information.*

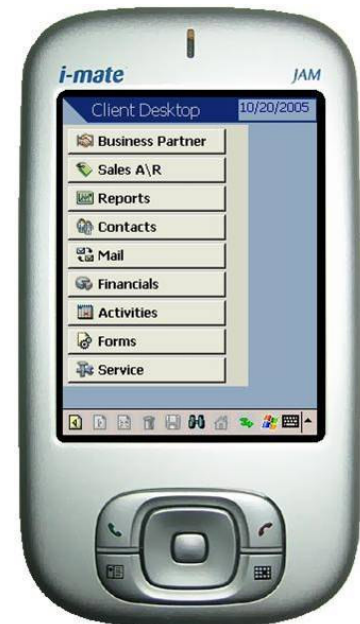
### Product Overview

To outpace the competition, businesses with field sales and/or service staff need to automate customer orders, service requests and product distribution remotely. Mobile One for SAP® Business One is a true online/offline solution. It integrates directly with SAP Business One allowing field sales and service professionals to use mobile devices out in the field offline without wireless connectivity. Mobile One users can sync updated customer info, sales opportunities, service requests and inventory to and from Business One, and fulfill new orders or service calls all while out in the field.

Since only the server requires a Business One license, companies save money as none of the field personnel need to have SAP licenses. Mobile One eliminates double entry, increases productivity and profitability and improves customer satisfaction.

Mobile One can be adopted quickly and easily by the mobile field staff, and can be run on a variety of standard PDA devices such as the Windows Mobile 2003/Windows Mobile 6 Pocket PC, Tablet or a laptop.

- **Reliable** mobile access to accurate, up-to-date SAP Business One information.
- **Supports** Windows Mobile 6.0 Pocket PC, Tablet and laptop devices.
- **Online / Offline** capabilities provide continuous access to information, even when cellular access is not available.
- **Access** to customer, sales, CRM service and CRM sales opportunities virtually anytime, from anywhere.
- **Shortens** sales and service cycles, eliminating processing bottlenecks, while improving profits and reducing data entry errors.
- **Improves** inventory accuracy and productivity in the warehouse



### Product Modules

- ◆ **Mobile CRM** - Extend critical information that sales professionals need to serve customers.
- ◆ **Mobile Sales** - Allow sales people to create and take sales orders.
- ◆ **Mobile Service** - Automate service calls & inventory management.
- ◆ **Mobile Delivery** - Enable the mobile supply chain by providing sales, invoicing, inventory drop off, and payment collection all from the field.
- ◆ **Mobile Warehousing** - Enhance and simplify in your inventory movements processes with bar-coding scanning handheld mobile devices.

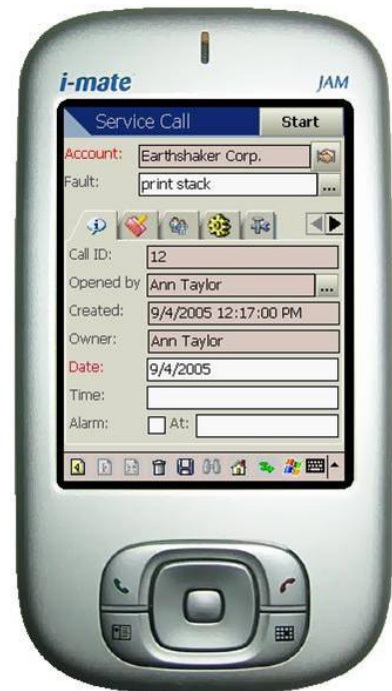
**Mobile CRM-** With Mobile One, sales professionals can quickly and easily access and update customer and sales opportunity information, as well as open and update new activities in the SAP Business One CRM module virtually anytime throughout the day, from anywhere, using a standard device. This mobile access to information enhances productivity and profitability by allowing sales professionals to operate more effectively and efficiently in the field.

**Mobile Sales** - The sales module shortens sales cycles by enabling sales reps to quickly and easily enter orders into SAP Business One themselves anytime throughout the day. This avoids end-of-day order processing bottlenecks, reduces operating costs by eliminating paper-based processes and data entry, and prevents errors that can be caused by paperwork handling or manual re-keying of customer and order information. And with Mobile Sales, sales reps also have visibility into order history, inventory levels, product pricing and account status.

**Mobile Service** - Using the Field Service module, field service representatives can send and receive all the information needed to complete their job, including parts availability, progress reports and closing calls when completed. When a new call is created (by the office or by the technician), the field service technicians receive service requests directly on their mobile device, with customer information, tasks assigned to them, customer product descriptions, service history information, suggested solutions and any notes pertaining to the customer.

**Mobile Delivery** - With the Mobile Distribution module, field representatives can meet with customers, take an order, pull inventory from their vehicle, collect customer receipt signatures, create an invoice immediately and even collect payment if the order is COD. The order processing capabilities provided by the Mobile Desktop can improve customer satisfaction with immediate fulfillment and reduction in potential errors. Furthermore, face to face cross selling and up selling can improve sales and profitability.

**Mobile Warehousing** - The Mobile One application offers an easy to use online warehousing management system enabling your warehouse personnel to manage all inventory movements in your warehouses with a bar code scanning handheld device. This functionality reduces errors and increase efficiencies in all incoming receiving, outgoing deliveries and inventory/cycle counting processes.



#### SAP Business One mobile enabled module capabilities:

- Business Partners
- Contacts
- Activities
- Opportunities
- Forecasting
- Items and pricing
- Invoice status, collections & receipts
- Sales reporting
- Order entry and history
- Order management
- Signature capture
- Customer equipment cards
- Service calls



**Navigator**  
Business One Solutions