



- Do you want to gain a clear and unbiased picture of your enterprise mobility solution and of how well the different elements are integrated?
- Do you want to update and adapt your solution so that it is as efficient and effective as possible?
- Do you want to be able to make informed decisions for your future mobile strategy?

Spirit's comprehensive solution review enables you to identify and understand the improvements and changes that need to be made to optimise the effectiveness of your mobile solution. We will also show you the benefits and savings you could gain as a result.

A thorough examination

Technology develops and changes at a rapid rate. Any organisation that wants to keep its mobile enterprise solution truly effective therefore needs to review it from time to time. Simply adding new technology (to what might already be a fairly complex installation) isn't the solution!

Our extensive, in-depth and independent review includes three main stages, covering people, processes and technology:



1. Preparation and planning (typically one or two days, offsite)

At the start of the process, you will usually provide us with documentation relating to the mobile solution (e.g. issue logs, specifications, infrastructure diagrams and a general overview of the solution and support structures). We will then review this information and develop a plan of action for the review, including details of its scope. We will also produce any documents required for the review (e.g. questionnaires, interview guidelines and test scripts).

2. Complete System Review (typically two to three days, onsite)

This phase includes:

- **User group interviews:** We will hold workshop-style meetings with different groups of users to establish the strengths and weaknesses of the solution from each group's perspective.
- **System review:** Our consultant(s) will then work with your team to review all of the systems involved in the mobile solution. Our aim is to understand the underlying infrastructure, deployment options, configuration and system usage, and to identify any potential issues. Wherever appropriate, system vendors and / or partners will support us during this process to ensure that a comprehensive review is achieved.
- **Mobile hardware and accessories review:** We will review all of your mobile hardware from both a physical and configuration perspective. This will include power management (battery size, charging methods etc.) and any specific issues raised in the previous steps.
- **Mobile software review:** We will then explore the challenges you face when using your current mobile software solution and will provide advice and guidance on overcoming these issues. Wherever possible, we prefer to engage with the software supplier so that we can provide the optimum solution.

3. Analysis and Report Generation (typically two to three days, offsite)

We will process and analyse all of the information that has been collected and produce a detailed report outlining our findings and recommendations. This might include (for instance) updating or upgrading hardware or software; the implementation / integration of new technologies; or the re-defining of working practices.

The benefits

The benefits of our solution review include:

- **Higher productivity** – Our review looks at your ability to support and optimise the solution, so that you can maximise the efficiency and productivity of your field workers. Examples of the areas that might be reviewed include mobile device management, optimisation of communications, vehicle power management and work order scheduling.
- **Greater reliability** – We aim to boost the effectiveness of your equipment and processes by identifying any issues (such as the inefficient integration of different components or the use of old versions of software). We can then make recommendations on how these issues should be resolved; how errors can be eliminated; and how you can make significant improvements to your solution's stability, performance and reliability.
- **Increased user experience** – By speaking directly to users and getting their feedback, we can start to address their concerns. This aspect of the review ranges from enabling the users in the field to do their job more effectively right through to helping the administrators who oversee the solution and its usage.



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DATA CAPTURE LTD

To find out how our comprehensive solution review could help you to gain the maximum efficiency and effectiveness from your mobile solution, please contact Helen Jones:
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