

mProcess

The Fujitsu mProcess Solution is a business process automation toolset for effectively and efficiently mobilizing operational staff be it field service engineers, sales people, logistics specialists, or healthcare professionals.

The major benefit and industry breakthrough of Fujitsu mProcess is its full support of operational business processes. No longer does a user need to navigate through different menus or look for the right fields in online forms to input data. Instead, the terminal client is adapted to the operating process—it's easier to use, saves time and reduces errors.

Fujitsu mProcess offers total mobile connectivity to various back-end systems and is fully compliant with Nokia terminals (S60 and Series 80) and Microsoft Windows Mobile terminals (Windows Mobile 2003 and Windows Mobile 5.0).

Who are the most important people in your organization? Who brings in the money with their daily operations? Who is meeting regularly with your customers? On whom does your customer rely when your organization has a task, delivery, repair, or an emergency incident to take care of?

Who are the people incurring most of the costs? Where does timely and correct information or dispatching really pay off? What fosters true customer satisfaction?

The answer: Your mobile personnel, interacting daily with your customers. They are the sales managers, field service engineers, truck drivers, terminal personnel and home healthcare specialists. In other words, your mobile customer representatives. These are the functions that generate revenue, and also where the majority of costs are incurred. These are the areas where productivity increases, improved cost effectiveness, error minimization and better customer satisfaction are constant business objectives.

In the lean organizations of today, manual procedures done by field personnel represent a considerable source of potential problems. This may cause delays in both reception and reporting of tasks, create double or triple work, and lead to incorrect data.

There is often room for cost reductions and efficiency improvements in both mobile and back-office manual processes, which can be achieved by implementing cost-effective mobile information solutions.

Fujitsu Solution

Fujitsu mProcess is an end-to-end solution for linking mobile workers with enterprise operating processes. The design of mProcess is based on task-oriented mobile working and therefore can be deployed into various business verticals, such as healthcare (homecare), security, logistics, field service and sales.

The solution is terminal- and network-agnostic and can be integrated into a wide variety of operational and supporting back-end systems. The constant hassle and headaches suffered by corporate CIOs are solved with the Fujitsu mProcess solution, as it offers a mobile integration infrastructure where multiple back-end systems can be brought to the mobile worker in the field. No longer does a mobile worker need to remember which software client to use with a specific task, or which connectivity method to choose in a particular situation.

The Fujitsu mProcess solution is based on the client application running in the mobile device (Fujitsu mProcess Client) and the server application (Fujitsu mProcess Server). Mobile workers use Fujitsu mProcess Client while performing their tasks. The client provides the functionality to receive and send data from the operational system (centralized services), browse visits-tasks-documents, and use the reporting functionality. Both online and offline capabilities are present with the automated and the user-prompted synchronization features.

Breakthrough Innovation, Proven Solution

The Fujitsu mProcess solution is customized to meet the day-to-day needs of the task-oriented mobile process worker. It provides clients with a business process automation toolset and can be deployed and integrated to meet various operations processes. Instead of using electronic forms and navigating to find the correct fields for data entry, the client application actually predicts and guides users in their tasks. This optimizes ease-of-use and time-saving to reduce errors and increase productivity. Despite these innovations, the Fujitsu mProcess Solution is based on a platform and solution that have been tested and proven in actual client cases in the toughest operating conditions.

Tangible Benefits

Fujitsu mProcess is a cost efficient end-to-end solution for mobile process workers, yielding concrete and measurable business benefits. These benefits include increased revenue, time and resource savings, as well as reduced errors.

About Fujitsu Consulting

A trusted provider of management and technology consulting to business and government, Fujitsu Consulting is the North American consulting and services arm of the \$43.2-billion Fujitsu group. Fujitsu Consulting integrates the core expertise of the Fujitsu companies and its partners to deliver complete solutions in the areas of enterprise information management, packaged application implementation, legacy systems modernization, IT governance, managed services and business process services. Through its full range of IT consulting, implementation and management services and its industry-recognized strategic approach, MacroScope®, Fujitsu Consulting enables clients to build more value into their IT investments and drive their leadership in the marketplace.

We work with you to create solutions and produce results that drive your business.

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