

# Field Service Solutions

One Nokia device...

The full functionality of Oracle's Mobile Field Service Solution.

Setting new standards in productivity.

# Nokia for Business

## Because "Out There" is Where it Happens

Out there. At remote locations, at customer sites. For organizations with field service teams, productivity depends on having all the information and resources needed to get the job done—whenever and wherever required, even while on the move.

Dispatchers need to be able to communicate new tasks, schedule changes and issue up-to-the-minute service requests. Flexibility and responsiveness are critical competitive factors. Time spent on travel to and from the head office for updates or status reports is a luxury that cannot be afforded. And more than just instructions, field service representatives need easy electronic access to service requests, customer data and product information to do their job effectively.

Most organizations have sophisticated back-office customer service systems; the challenge is to extend these to meet the needs of the roaming workforce—reliably and cost-effectively.

Nokia has the solution.

## Oracle Mobile Field Service Wireless on Nokia E61 and Nokia E62 Devices

Oracle Mobile Field Service Wireless is part of the Oracle E-Business Suite, an integrated



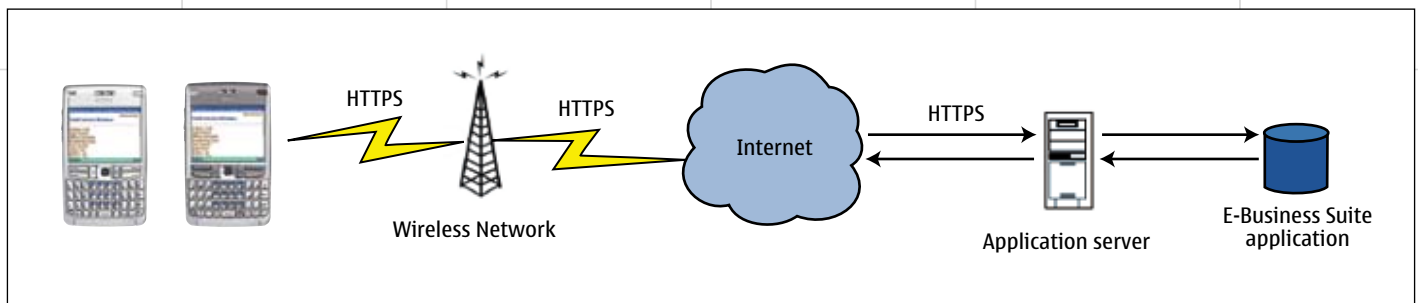
set of applications engineered to work together seamlessly. These applications close the information gap between the service organization and the field service representative by expediting components of the field service cycle, from initiation to closure of a service request. Fundamental mobility capabilities—such as remotely handling schedules, managing spare parts, updating the customer install base and recording counter readings—help service organizations reduce operating and administrative costs, gain competitive advantage and grow service revenues.

As a workflow solution, Oracle Mobile Field Service Wireless facilitates closer collaboration between teams on the road

and teams at headquarters. And real-time remote access to parts and product information enables field representatives to make well-informed, immediate decisions on work in progress.

Nokia E61 and Nokia E62 are part of the Nokia Eseries device range, combining attractive, easy-to-use designs that appeal to individual business users with new underlying technologies that allow IT departments to effectively manage security settings, corporate applications and data. These devices accommodate the must-have mobile applications critical to today's business success including mobile email, mobile CRM and advanced voice calling functions.

## Functional architecture



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**NOKIA**  
Connecting People

The elegant design of these Nokia smartphones includes a large screen and well-designed full QWERTY keypad for an outstanding experience viewing applications and entering data. Each device also features a full traditional phone keypad for ease-of-use voice capabilities.

Nokia E61 and Nokia E62 are also manufacturer-tested to work with the Oracle Collaboration Suite, which provides access to email, calendars and contacts—all storable on-device—and to necessary corporate files, when the device is connected to the organization's server.

Nokia E61 and Nokia E62 deliver superior voice technology plus all the data capabilities needed to enable the Oracle Mobile Field Service Wireless solution in a single, high-performance unit.

## Nokia E61 / Nokia E62

- Supports multiple mobile email clients—Intellisync Wireless Email from Nokia, Microsoft ActiveSync, BlackBerry Connect, GoodLink, Seven Mobile Email, Seven Always-On Mail and Visto Mobile
- Advanced business voice capabilities
- Secure, encrypted mobile connectivity
- Full attachment handling—documents, spreadsheets, presentations, PDF viewer, ZIP manager
- Editing function—documents, spreadsheets, presentations
- Advanced business call and IP-based telephony functions
- GSM850/900/1800/1900 and WCDMA2100 network connectivity
- Slim, stylish design
- Thin construction featuring premium metals (Nokia E62 only)
- Easy to use four-way joystick and full keyboard
- Wide 16-million color screen

Wide range of applications available for S60 software.

## Real-time Service. Real-time Results.

Nokia E61 and Nokia E62 devices equipped with Oracle Mobile Field Service applications offer exceptional tools for improving customer service request response time and compliance with service level agreements (SLAs), and enabling rapid, real-time work schedule updates. Time traditionally lost in travel can be used instead to fulfill requests—an efficiency gain that expedites responsiveness. And because field staff can access and update enterprise applications remotely with parts and labor data, billing cycles also can be accelerated.

The Oracle Mobile Field Service Wireless solution was developed with IT departments in mind, optimized for mobile environments based on open standards. Delivering full voice and data functionality in a single device provides IT departments an opportunity to reduce deployment administration and support costs.

## How The Solution Works

Oracle Mobile Field Service Wireless is an integrated module of Oracle Field Service with Oracle E-Business Suite 11i, powered by Oracle Fusion Middleware and Oracle Database 10g.

Users connect to Oracle Mobile Field Service Wireless by simply entering the URL through a Web browser on their mobile device. Secure access is strengthened by requiring users to authenticate their credentials via a valid username and password. Once connected, the field service representative can send and receive all the information needed to complete work in the field and file progress reports.

The dispatcher sends a job to the field service representative using the Oracle field service application. The field service representative receives customer contact information as well as assigned service requests and tasks, applicable product descriptions and customer-related notes. The rep can also view contract and service history information, record counter readings, order parts, and create service requests for new work. After completing a task, the rep

can enter the labor time, materials and expenses incurred on the job.

Nokia E61 and Nokia E62 both use the industry-leading open source S60 browser to access source information residing behind the company firewall on the Oracle Application Server. Unlike earlier mobile browsers designed for WML or XHTML-MP content, the S60 Web browser can render any HTML or XHTML Web page.

The new Web browser for S60 is based on the WebCore and JavaScriptCore components of Apple's Safari Web Kit deployed in Apple's Safari browser. The software, based on KHTML and KJS from KDE's Konqueror open source project, has enabled Nokia to enhance website usability on smartphones through the re-use of a proven desktop rendering engine developed and optimized by a large open source community over many years.

Both Nokia E61 and Nokia E62 also can support a virtual private network (VPN) client, allowing the devices to be configured for a VPN connection over GPRS to access the field service data server.

Nokia smartphones offer exceptional value—outstanding voice and data functionality—reinforced by the Symbian operating system's robust enterprise-grade mobility platform that offers:

- Superior application reliability and data security;
- Cutting edge functionality, with tight integration of voice and data capabilities;
- Integrated Java™ and PIM functionality; and
- Advanced wireless communications, including the ability to manage rich enterprise applications offline or online.

The Symbian smartphone operating system is the smartphone market leader—and Nokia is the global Symbian smartphone leader. The extension of Oracle corporate applications to Nokia smartphones introduces opportunities to increase employee efficiency and decrease job turnaround times, helping enterprises improve customer service, use company resources more efficiently, and increase revenue opportunities.

For more information visit:

Nokia  
Europe, Middle East, and Africa  
[www.nokia.com/business](http://www.nokia.com/business)

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