

Mobilize Commerce™

“Mobilize Commerce is a winning application for any field sales organization...

We expect to save hundreds of thousands of dollars per year from reduced call-center costs and lower inventory reconciliation.”

Kris Brigham,
*VP Business Development
Arch Wireless, Inc*

Mobilize or Die

Any business that hopes to become an e-business must unchain the data, documents and applications trapped inside the corporate walls.

According to GartnerGroup,

*“Companies failing to implement a dedicated mobile-computing infrastructure will compromise the productivity of their location-independent work force by 20 percent or more.”**

Mobile workers need access to corporate systems from any device, over any network, with or without an online connection. Mobilize can help.

*GartnerGroup Report: The Desktop and Mobile User Disconnect, C. Goodhue

Field-based Order Entry and Tracking for Faster Customer Response & Lower Field Support Costs

Sales and service calls are the last place to appear ill-equipped or uninformed. Responding to customers with “I’ll need to get back to you on that” stalls sales and opens the door to competition. Look, if you’re trying to increase market share while streamlining your field operations, a mobile commerce solution isn’t just nice to have, it’s essential.

Mobilize Commerce is an interactive catalog that delivers a complete field-based solution for order entry and order tracking. Information automatically stays up-to-date, and is always available, with or without an online connection.

Mobilize Commerce processes field orders more efficiently, giving headquarters a dramatic improvement in the bottom line. And for the first time, sales and service reps can provide customers with accurate product, pricing and inventory information, take orders or track status, all at the point of sale. Now you can differentiate yourself from competitors with the most powerful loyalty program of all, superior customer service.



Streamlined Order Processing Slashes Costs & Eliminates the Errors that Delay Revenue

Business rules guide reps through order entry using any mobile device and uploads orders electronically, eliminating the huge costs associated with processing paper orders or staffing call centers. Mobilize Commerce can authorize credit and validate orders while in front of the customer. Orders can be checked against current pricing, inventory, and approved configurations or bundles. The result is fewer errors and fewer order rejects, so you close more transactions sooner.

Upsell Recommendations and Dynamic Pricing for Bigger Profits

Mobilize Commerce increases average order size by prompting reps to recommend appropriate add-ons during the order process. And because pricing or substitutions can be dynamically tied to spot promotions or inventory levels, Mobilize Commerce ensures you never leave money on the table or lose a sale because your reps quote stale information.



Mobilize Commerce Features

About Mobilize

Mobilize helps companies with more than 100 mobile sales and service professionals become more competitive. We're the leading provider of off-the-shelf mobile enterprise applications that connect mobile workers and partners to company information systems.

At Mobilize, we've been solving enterprise mobility challenges since 1995 with technologies and services that are proven in battle. Our professional services team has successfully managed over 125 customer deployments, and our applications are relied on by blue-chip companies throughout the hi-tech, financial and manufacturing industries with major deployments at companies like Fidelity Investments, Oppenheimer Funds, Compaq, Dell, Microsoft, IBM, Hewlett Packard, Lexis-Nexis, Motorola, JD Edwards and others.

Focus on Killer Apps

While other vendors tout enabling technologies and tools, we build killer applications for the emerging mobile Internet that solve real-life, mission-critical business challenges.

Because of our focus on killer apps, our solutions have deep functionality, an exceptional user experience, deployment times of less than 60 days and significant total cost of ownership (TCO) advantages.

Mobilize 5-Star Promise

Online or Offline
All Devices
All Networks
60-day implementation
100% guarantee

Interactive Catalog

- **Cataloging and Searching:** Product offerings are consolidated & organized into searchable, easy-to-browse categories for quick access.
- **Multi-Device Support:** Catalog data can be accessed from any mobile device - laptop, handheld, PDA or phone.
- **Automatic Update:** New information from corporate headquarters downloads automatically and is cataloged without requiring rep intervention.
- **Personalization:** Eliminates information-overload by allowing reps to see only information relating to their interests, territories and accounts.
- **Always Available:** Synchronization and store-and-forward processing ensure accurate information is always available - even when a connection isn't. Reps never have to delay customer gratification by responding to requests with "I'll need to get back to you on that."

Field-Based Order Processing

- **Order Entry:** Field reps are guided through order entry, eliminating errors caused by paper orders or phone-ins to call centers.
- **Order Validation:** The integrated business-rules engine validates orders against accurate configuration, pricing and inventory data at the point of sale.
- **Upsell Engine:** Boosts average order size by prompting the field rep to suggest appropriate add-ons or substitutions.
- **Dynamic Pricing:** Pricing or substitutions can be dynamically tied to inventory levels or promotions, maximizing revenue and profitability.
- **Credit Authorization:** Verify credit with on-the-spot accounts receivable and credit checks.

Order Status

- **Tracking/Alerting:** Report order details and track status. Notify customer, field rep, or operations of exceptional conditions.
- **Shipping:** Verify expected ship dates.
- **Return Merchandise Authorization:** Streamlined RMA approval and number assignment.

IT Deployment

- **Back-end Integration:** Pre-built application logic, device drivers and XML adapters enable the fast and reliable integration of price, inventory, shipping, credit, product catalog and order entry from multiple "information silos."
- **Content Management:** Enables centralized administration of content and applications on mobile devices.
- **Security:** Role-based and rule-based security complements corporate security architectures with robust authentication, encryption, access, theft control and termination capabilities.
- **IS/Device/Network Insulation:** "Snap-in" architecture easily supports changes in back-end systems, mobile devices and wireline or wireless networks.
- **Hosting:** Application servers can be hosted and managed by Mobilize or by your corporate data center.

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