**empowering
the mobile workforce**

**hp wireless
enterprise framework**

hp ®

i n v e n t

mobilize

maximizing business agility

stay connected while on-the-go

In today's dynamic, fast-paced business environment, the truly agile business is the mobilized business.

Imagine the potential revenue boost and cross-sell opportunities from providing a mobile sales force with instant access to product, customer, and competitive information while on the road. Consider the service impact of automatically dispatching the closest, most qualified field service crew and providing them with detailed job information en route to a site. Think of the time-to-market advantages and cost reductions available by enabling wireless inventory checks, scheduling, stock transfers, and purchase orders among partners and suppliers any time, anywhere.

In sales, field service, and supply chain management, wireless communications and mobile access to enterprise applications enable mobile professionals, technicians, and work crews of all kinds to enhance productivity and efficiency, improve customer services, and drive greater profitability for your business.

It goes well beyond wireless e-mail — today's mobile workforce requires real-time access to enterprise data. And to deliver this level of wireless enterprise functionality, it takes a reliable, high-performance, highly scalable wireless infrastructure.

HP has the solution: the HP Wireless Enterprise Framework, an end-to-end wireless integration platform that enables your mobile workforce to interact with multiple existing enterprise applications using portable handheld or laptop devices. Now you can put critical business applications such as enterprise resource planning (ERP), customer relationship management (CRM), database, and mail and messaging at the fingertips of people on the front lines of your business — the people most often responsible for directly serving customers or managing partner relationships. The HP Wireless Enterprise Framework makes it all possible.

simplify implementation

Unlike other mobile enterprise solutions that require costly and time-consuming integration of numerous complex components, the HP Wireless Enterprise Framework simplifies implementation — so you can mobilize your workforce quickly, easily, and cost-effectively.

This comprehensive solution is built on a standards-based, extensible infrastructure comprised of proven HP ProLiant servers, industry-leading wireless software technology, innovative HP iPAQ devices, and a suite of professional and support services. It's everything you need to extend your enterprise applications out to a remote and mobile workforce, including:

• built-in security, such as authentication and encryption

• high performance, with session persistence and reduced latency

- robust user interface optimized for portable client devices
- wizards for generating business rules without programming
- single user login to access multiple applications
- complete service and support from a single source: HP

The HP Wireless Enterprise Framework is a fully tested and proven solution, compatible with both current and emerging industry standards. You can deploy your mobile solutions with the confidence that your technology investments will be protected over the long term.

mobilize applications quickly and easily

The HP Wireless Enterprise Framework enables you to mobilize enterprise applications quickly and easily. For example, with built-in connectors for ERP, CRM, and database applications, you can rapidly extend these important business applications to wireless devices in as little as four weeks. In addition, wizards are provided to integrate other legacy applications without programming and automatically generate XML code for run-time production.

Delivering enterprise applications to your mobile workforce will have a profound impact on your business, enabling users to view actual business transactions, such as an account inquiry from the CRM application, an order inquiry from the ERP system, or a combined order/account inquiry and line-item inquiry from the CRM and ERP systems. The possibilities are extensive.

A mobile sales professional could enter customer orders in real time, thus shortening product delivery cycles to customers. What's more, through real-time sales activity reporting, sales and territory managers gain visibility into workforce activities, providing insights into ways to increase productivity, streamline the lead conversion process, and decrease operating costs.

Field service technicians also benefit by having more comprehensive information on hand to complete a job correctly the first time, reducing callbacks and improving customer service. Technicians can also generate invoices from back-end systems, gain customer approval and signature, and complete the payment process on-site, thereby decreasing customer disputes, shortening the billing cycle, and improving cash flow.

In addition, mobilizing your Supply Chain Management systems can facilitate interactions with partners and customers to enable greater responsiveness to changing priorities. Mobile devices enabled by the HP Wireless Enterprise Framework provide a convenient, timesaving, and highly accurate means of capturing data on the movement of goods and other events. This solution simplifies checking and monitoring tasks, and provides up-to-date information on process status, enabling you to react swiftly to unforeseen events. By providing mobile users with anywhere, any-time wireless access to real-time supply chain data, HP helps you reduce lead times, accelerate order fulfillment time, reduce inventory carrying costs, decrease transportation costs, and increase forecast accuracy.

reduce risks

HP takes the risk out of mobilizing your workforce by providing the services, programs, and support you need to ensure the right fit for your organization.

managed services

For a cost-effective option that removes the administrative burden from your internal staff, HP can assume responsibility for complete deployment and management of your mobilized business applications. You can rely on HP as your end-to-end mobile solution provider for everything from server hosting and data network management, to mobile network coordination and device support.

pilot programs

In addition, HP offers pilot programs that enable you to launch a limited-scale solution at a fixed price — in as little as 4 weeks. It's the ideal way to validate your return on investment (ROI) without a large cash outlay. Two application pilots are available:

multiple application connectivity solution	mail & messaging solution
• ProLiant DL580 enterprise server	• ProLiant DL360 enterprise servers (2)
• Third-party application software with 10 user licenses	• Third-party application software with 10 user licenses
• iPAQ Pocket PC handhelds for 10 users	• HP services, including installation, configuration, and support
• HP Services, including installation, configuration, and support	

business-critical support

HP also provides you with business-critical support services to maximize the availability of your mobile solution, further mitigating risks and ensuring long-term value to your business. Support includes:

- 7x24 support with guaranteed response times
- remote monitoring on servers, storage, networks
- assessment services to ensure maximum uptime

rely on industry leadership

When it comes to mobilizing your enterprise, come to the mobile experts at HP. The Wireless Enterprise Framework is built from the industry-leading knowledge and experience for which HP is world-renowned — knowledge and experience that includes:

- enterprise solutions expertise
  - core competency in enterprise IT architecture
  - a seasoned program management discipline
  - single point of contact for all aspects of the solution
- wireless and networking experience
  - over 1 million users mobilized since 1994
  - 23,000 network projects completed
  - recognition as the 3rd largest global network consultant & integrator (IDC)
  - market leadership in location services for mobile operators

With 65,000 professionals and 550 service locations in 160 countries, you're assured of getting the high-caliber assistance you need, wherever it's needed around the world.

get more information

For more information on how to mobilize your workforce with the HP Wireless Enterprise Framework, contact your HP representative or reseller today, or visit **www.hp.com/mobility**.

experience