



Smartphones Transform Apps for Mobile Enterprises

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The Third Wave



- > **Innovation waves have driven technology progress**
 - Microchip ... Internet ... Interconnected
- > **Smartphones enable the third wave**
- > **Consumers leading this parade**
 - Powerful, fun, helpful - who and where you are
 - Immediate, always connected, always on
- > **Smartphone sales soaring**
 - 99.6m : Q12011, up from 55.4m: Q12010 [IDC]
- > **Apps are driving this new economy**
 - Redefining what it means to be connected
 - More than 40% have 10+ apps on phone



Not Just for Consumers

- > **Real need today for businesses**
 - 67% report need for improved workforce productivity
 - 53% demanding mobile force have revenue objectives
- > **Consumers pulling for smartphones at work**
 - Demanding power, responsiveness, flexibility
- > **Businesses recognizing potential value**
 - Smartphones account for more than 50% of wireless handheld purchases by businesses
 - 70% smartphone penetration forecasted by 2015
- > **Smartphones make business communications and applications as simple as ... well... using your phone**



Xora turns **any mobile device** into a **productivity tool** for your employees in the field that is **powerful yet simple to use**, can be up and **running in minutes** and is **easy to buy**.

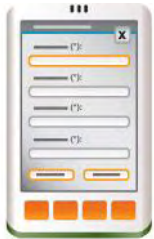
GPS Mobile Enterprise Applications

2 Cloud-Based Management



1

Mobile App



InVehicle Device



3

Back-Office Integration





Benefits Across Mobile Organization



Mobile Employees

Use handheld or in vehicle devices to collect and report data to in-house staff.



Operations & Dispatch

Access real-time and historical information to monitor and optimize operations.

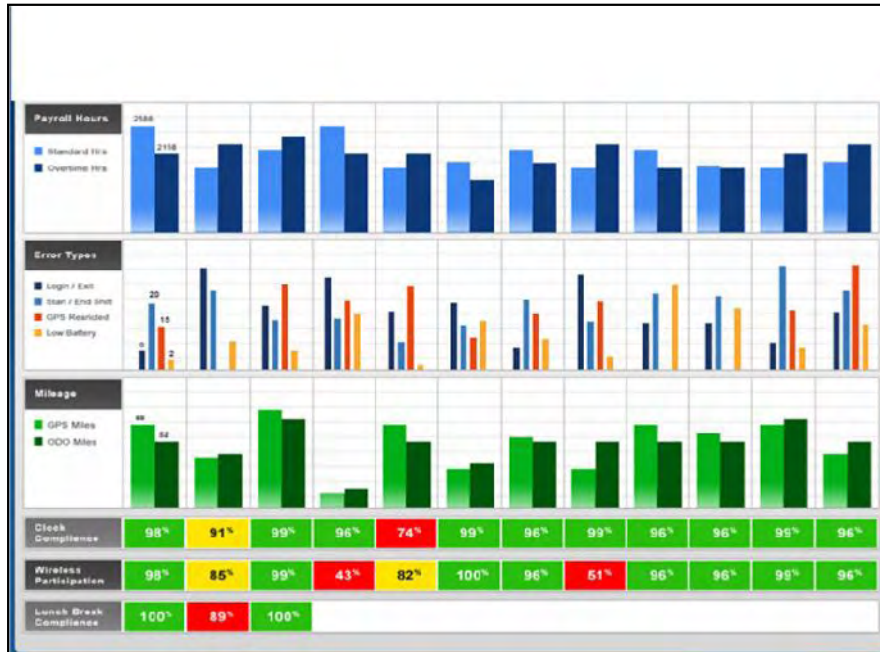


Business & Finance

Exchange or connect to data to automate processes and analyze trends.



Dispatch, Monitor Progress, Analysis



New Job 8	Scott G	04/05/2011 06:00 PM	Assigned	Location : Dolce Hayes 200 Edenvale Avenue san Jose, CA 95136
New Job 9	Scott G	04/05/2011 06:00 PM	Retrieved	Location : Dolce Hayes 200 Edenvale Avenue san Jose, CA 95136
New Job 58	Satish H	04/25/2011 06:00 PM	Active (Start Job)	Location : New World HQ 1890 North Shoreline Boulevard mountain View, CA 94043
smith job	Cathy S	04/22/2011 12:00 PM	Completed	513 E Hawthorne St arlington Heights, IL 60004

Collect Documentation, Intelligence

- > Barcode Scanning
- > Photo Capture
- > Signature Capture
- > Video documentation
- > Ad hoc information



Efficient, Compliant Mobile Forms



Check Vitals

Weight (lbs) (*):

Body Temperature (*):

Pulse Rate (bpm) (*):

Blood Pressure (*):

Respiratory Rate:



> **Challenge**

- Lack of visibility affected productivity and service
- Manual job close-out process was time-consuming
- Mid-course corrections throughout day impossible without reliable data

> **Solution**

- Ability to respond with service within 2 hours of customer calls
- Interactive data collection using mobile forms to identify issues
- Electronic timecards and data exchange with accounting
- Enables credit card swipe and immediate revenue collection

> **Benefits**

- Complete more jobs per day with greater customer satisfaction; Job closeouts down from 20 minutes to 90 seconds
- Reduction of call centers due to more efficient dispatch
- \$140,000 annual savings by eliminating paper forms
- \$500,000 saved annually in credit card transaction fees

• *“Our technicians are able to complete more jobs every day.”*

Steve Poppe, CIO, Roto-Rooter



> **Challenge**

- Lack of visibility into the locations of workers made customer service difficult
- Tracking the accuracy of deliveries was inefficient, costly, raised billing issues
- Lack of data inhibited performance improvements over time

> **Solution**

- Drivers instantly capture proof of delivery information with date/time stamps
- Electronic timecards with back office integration for payroll
- Automated data collection feeding job costing data

> **Benefits**

- Integration with SAP makes capturing delivery data efficient , accurate
- Better cost to serve data allows for process improvements
- Fast and accurate payroll and invoicing saves time and money
- *“Having comprehensive electronic delivery records helps Graybar negotiate customer contracts based on performance and gives accounting staff more information, in the case of invoice discrepancies,” Willie Thornton, Finance*



> **Challenge**

- Manual paperwork takes too much time
- Caregivers may be distracted from clients
- Comprehensive, timely documentation is critical

> **Solution**

- Electronic data collection using configurable forms and documentation on mobile device
- Alerts and reports for increased visibility of staff throughout the day
- Time-stamped visits for proof of care and compliance

> **Benefits**

- More time administering care and less filling out paperwork
- More accurate and complete record keeping
- Easier management of workflow and schedule changes
- Ability to respond to emergencies and document compliance
- *“With Xora, CMS can improve its operational efficiency without taking time away from our mission, which is to serve families, children and adults.” Kamlesh Singh, VP Finance*



What's the next **game changer**
in the mobile enterprise?

Size Matters!



Enterprises just beginning to recognize
the power of tablets for truly
transformative apps



Xora saves you money. **Every day.** > X <