

PRESS RELEASE

MOBILITY EXPERT ISEC7 INTRODUCES COST-EFFECTIVE SOLUTION FOR SERVICE TECHNICIANS AT THE DSAG CONFERENCE

Mobility for SAP Inspection & Service requires no middleware and can be easily customized to meet individual business needs.

HAMBURG, SEPTEMBER 25, 2012

The mobility expert ISEC7 is to present their new cost-effective mobile solution for SAP service technicians at this year's DSAG annual conference in Bremen. With Mobility for SAP Inspection & Service, technical staff are granted mobile access to service requests as well as being able to immediately transfer information directly into SAP ERP via their mobile devices. Since the new solution from ISEC7 is a native application, it does not require any expensive middleware. It can be optionally connected to the mobile device via SUP or Gateway. Hardware costs, licenses as well as expensive installation and implementation required by other solutions, taking up to 200 days to install, are thus eliminated. With existing ABAP knowledge, Mobility for SAP Inspection & Service can easily be customized in the backend to meet individual business needs without any further programming on the mobile device. The new service technician solution helps accelerate processes and increases the efficiency of service technicians - with a low TCO. Mobility for SAP Inspection & Service is a powerful software solution with a modern intuitive user interface.

At any time, Mobility for SAP Inspection & Service ensures viewing of all relevant data, service history and maintenance contracts whilst also facilitating the accurate documentation of all procedures. Whilst on-site, service technicians can immediately transmit responses to material, time and status queries via their mobile device directly into ERP. In this way, errors often caused through the input of handwritten notes can be avoided. Immediate entry of information additionally saves time by shortening the order to invoicing process. By also dispensing with paper-based procedures, Mobility for SAP Inspection & Service also saves administrative costs. Task lists are always available on mobile devices, checklists can be edited and jobs can be better planned. Damages and repairs can be documented with linked photos and GPS coordinates. All data is always available whilst offline and is constantly updated each time the device is connected to the internet.

Marco Gocht, ISEC7 CEO, explains: „Our application is set to revolutionize the mobile solutions market for SAP service technicians. The easy adaptation to individual customer requirements, which usually poses challenges, truly makes our product unique.“ He adds, “Whether the mobile app itself, the data layer in the SEA, the DOE or the data processing in the ERP backend – up to now, all have to be adapted. That is not the case with our native application: We can easily make any adjustments by using ABAP. What’s more, no



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additional hardware components are needed. Also, installation and operation are very simple.”

Mobility for SAP Inspection & Service supports the following platforms: all systems running SAP Business Suite, for ERP: SAP ERP 6.0, BlackBerry® smartphone, Apple® iPhone® / iPad®, Android™ smartphone and tablet.

Highlights at a glance:

- Mobile online access to service requests and messages from SAP ERP CS/PM
- Offline processing
- Direct connection from smartphone to the SAP® system without middleware
- Optional connection via SUP or Gateway
- Optional connection via GOOD Dynamics
- Application extension using ABAP backend - without mobile device programming
- Custom fields or additional data can be added
- Integration of GPS, maps, camera, barcode, RFID and NFC
- Works with SSO2 tokens and X.509 certificates
- Native application with modern, user-friendly interface
- Flexible color scheme matching ensures uncomplicated application branding

The new Mobility for SAP solution is available for testing in the BlackBerry® AppWorld, the Apple® App Store and Google® Playstore.

Mobility for SAP Inspection & Service will be presented at the DSAG conference in Bremen at the ISEC7 stand (H4). Users, Villeroy & Boch AG and Viega GmbH, will present a report on using Mobility for SAP:

Tuesday, September 25, 2012, 14:30 - CCB/Borgward Saal

„Mobile SAP Applications: Quick and easy to implement with live examples in Supplier Information Management, SAP Business Workflow and Plant Maintenance“, Michael Nippel, Matthias Schönauer, Viega GmbH & Co. KG.

Wednesday, September 26, 2012, 18:45 - CB/Salon Bergen

„ISEC7 Mobility for SAP - Quick entry into mobile SAP, Field Report: Mobile CRM at Villeroy & Boch AG“, AG, Joachim Deitz, Villeroy & Boch AG.

ABOUT ISEC7

ISEC7 Group is a global provider of service and software solutions in the field of mobility. The company was one of the first movers in mobilizing company and business processes. Today, ISEC7 counts several renowned companies as committed customers. The company continually invests in the evaluation and development of new technologies. The ISEC7 solutions, such as B*Nator and Mobility for SAP have proven to be groundbreaking in the mobility sector. B*Nator, a comprehensive globally applicable Mobile Device Management solution, has been presented the „Most Innovative Enterprise Application“ by BlackBerry. Mobility for SAP allows access to any SAP backend without additional middleware. ISEC7 was founded in Hamburg in 2003. The company operates globally with offices in Germany, USA, Switzerland, Spain and Brazil.

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