

# Wireless — A Means, Not an End - - Catch the Wireless Wave with Accenture



**As mobile computing becomes increasingly sophisticated and wireless network coverage expands, wireless solutions begin to make sense. But, wireless is a means, not an end. Wireless solutions that improve business performance and lead to bottom line results is what it 's all about.**

Accenture is at the forefront of the wireless revolution. We understand the wireless environment, how the market is progressing, what standards are emerging, and how to integrate wireless technologies into current business models. And, most importantly, we are developing and implementing wirelessly enabled solutions today — solutions that are helping companies achieve new levels of employee productivity, reap cost savings via remote access to central information, and better communications with their customers, suppliers and partners. Using wireless communications, Accenture is helping its clients make improvements to existing business processes and add new capabilities. Examples of a few key areas are:

## Mobile Field Service

Improvements in field operations represents one of the greatest opportunities for businesses to reduce their operating costs. Using mobile computing devices, wireless networks, and Accenture 's Mobile Field Service solution, companies can share real-time web based applications between the home office and the field. These applications give companies mobile capabilities ranging from scheduling and dispatching, to appointments and resource management, to real-time field work management. Mobile Field Service capabilities allows companies to:

- improve staff utilization
- eliminate extra trips to field sites
- improve individual and team performance
- reduce mobile phone costs
- provide higher and more consistent levels of customer service
- collect better feedback for future customer relationship management and product development
- keep on top of training

## Sales Force Enablement

Companies can insure sales force success by making sales executives more efficient and self-sufficient with remote access to customer and product information. Through wireless access to customer accounts, sales personnel have instant access to customer information allowing them to better manage customer relationships throughout the marketing, sales and customer support cycles — all while on the road. By implementing the Mobile Sales Force offering from Accenture, sales executives can remotely:

- manage and share contact information across sales teams
- review account information, including contacts, activities, orders and opportunities
- view easily and manage activities associated with specific accounts
- receive sales leads
- provide timely updates back to home offices

## Mobile Corporate e-mail/Personal Information Management

A secure and comprehensive solution from Accenture, the Mobile Corporate e-mail/PIM allows businesses to mobile enable their workforce by providing them with:

- secure access to corporate e-mail, including wireless synchronization
- personal information management, including remote access to schedules, contacts, and task lists
- wireless Internet access
- instant messaging
- mobile enterprise portals with intranet/extranet access

## Mobile Data Access

Businesses can extend the return on investment of their existing enterprise systems by extending applications and databases to a variety of mobile devices. The Mobile Data Access solution from Accenture allows key personnel immediate access to resource planning, sales force, field service, customer relationship management, supply chain management, and corporate databases from remote locations. Pervasive access to enterprise information can help mobile

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sales, service, engineering or executive teams perform more effectively. While on the go, they can leverage existing enterprise systems to:

- check and reserve inventory
- process orders quickly
- expedite shipments
- discover and fix problems before they escalate
- improve supply chain performance
- provide enhanced customer service

Accenture has developed a suite of wirelessly enabled business solutions based on extensive R&D, industry analysis, unparalleled innovation, and experience. Our solutions are developed and customized to meet the business objectives of our clients. We streamline the complexities of a wireless deployment so you can move quickly to the potential value of your investment. Let Accenture help your company leverage the benefits of wireless.

Accenture is the world's leading management and technology services organization. Through its network of business-approach — in which the company enhances its consulting and outsourcing expertise through alliances, affiliated companies and other capabilities — Accenture delivers innovation that help clients across all industries quickly realize their visions. With more than 75,000 people in 47 countries, Accenture can quickly mobilize its broad and deep global resources to accelerate results for clients. Accenture's home page is [www.accenture.com](http://www.accenture.com).

  
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