

# Xora - Plug-and-Play Mobile Solutions For Enterprise Applications



## Overview

Applications focused on the customer, especially in the areas of sales, service and support are among the most important enterprise systems. In recent years companies have invested millions in these customer-facing applications and continue to invest heavily. Yet, in many cases, these same companies report that these investments have failed to deliver on their expected returns. One reason for this failure is that, in most cases, these applications do not provide access to critical information when users are actually face to face with customers. This failure to connect the user to business critical information at "the point of action" means that the key mobile consumers of enterprise information, sales and field service professionals, executives, have to depend on inefficient and expensive information intermediaries such as call centers and 'human modems' to get their job done.

Xora develops complete solutions that will connect business professionals to their critical enterprise information at the point of action. The solution brings together Xora EnterpriseOne, the leading enterprise data mobilization platform and the power of the revolutionary Kyocera 7135 smartphone.

Xora EnterpriseOne delivers breakthrough improvements in productivity by providing mobile users with wireless, voice, web and alert extensions to enterprise applications. The Xora solution provides out of the box connectivity to leading enterprise applications such as Siebel, SAP, Remedy, Oracle, JDE as well as to Email/Groupware and legacy systems, including Mainframe applications. Xora solutions create savings within 30 days and our customers maintain that Xora EnterpriseOne delivers ROI within 90 days.

The Kyocera 7135 smartphone integrates CDMA 3G voice and data communications, text messaging, email and HTML web access into one lightweight handheld device. The Kyocera 7135 smartphone also incorporates the complete functionality of a Palm™ handheld and supports thousands of applications written for Palm OS®.

## Benefits

The Xora EnterpriseOne mobility platform and the Kyocera 7135 smartphone deliver radical improvements in productivity for mobile sales and service professionals.

- Drive mobile user adoption and get returns on the millions that have been invested in enterprise applications.
- Pro-actively notify sales and service personnel through the use of automated alerts which can be driven by key business events in enterprise applications.
- Reduce inbound call center volume from employees by providing self-service access to enterprise applications.
- Deliver differentiated, Next-generation customer service by having ready access to information related to customers:

**Sales: Pricing, sales orders, customer history, account and contact information, leads and opportunities, product availability,**

**Service: View/update/close service requests, ETA updates, inventory information, part usage etc.**

- Initiate billing faster by capturing time and expense in real-time for work performed by service personnel.
- Capture vital data, at the point of action, and transmit information to enterprise systems.
- Multi-Channel access to information: In addition to wireless access using the Kyocera 7135 smartphone, Web access is implicitly provided.\*
- Natural 2-way dialogue with enterprise systems using voice commands.
- Deliver a completely new class of applications using the Kyocera 7135 smartphone:

**Signature capture for service and pharma.**

**Bar code scanning for retail, asset tracking**

**Photo capture for insurance applications.**

\* Based on carrier services.

*Continued on next page*

Kyocera enterprise solution providers are independent third parties who have developed mobile solutions for the Kyocera 7135 smartphone. To use a solution, please contact the provider directly. Kyocera is not responsible for and makes no warranty or representation as to any solution. Kyocera is not responsible for any liability or damage arising from the purchase or use of any solution. Use of any solution is at the users own risk.

## Xora - Plug-and-Play Mobile Solutions For Enterprise Applications (continued)

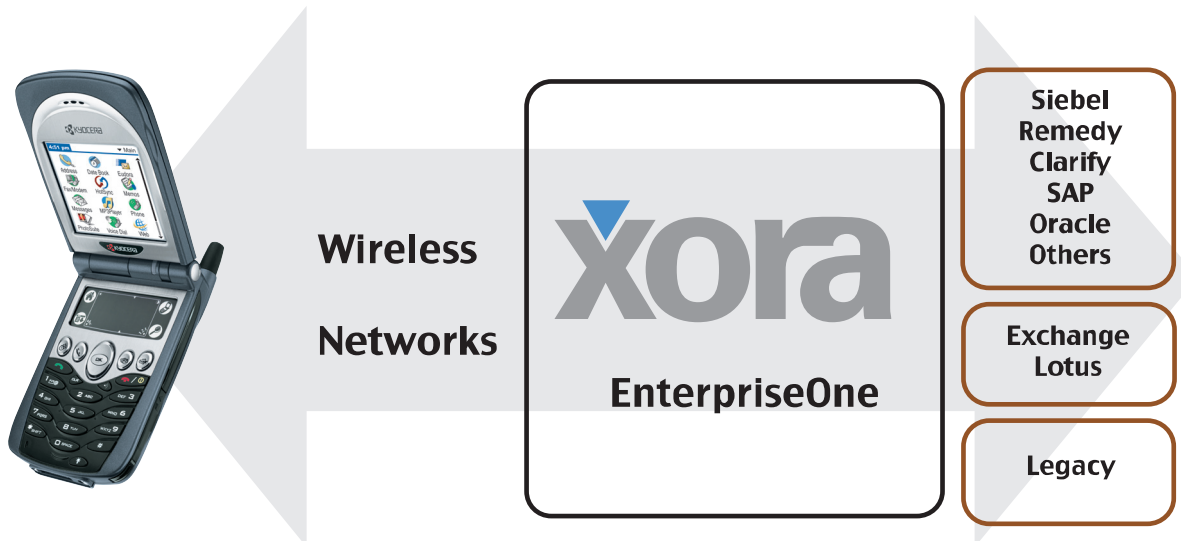
### Kyocera 7135 smartphone Features

- Tri-mode 3G wireless phone supports high speed CDMA 1x wireless data coverage throughout North America.
- Hands-free speakerphone allows data entry while conversing.
- Integrated Palm OS handheld supports thousands of personal and professional applications in 65,000 colors, including Siebel Sync for Palm OS and Siebel Wireless.
- Long battery life – up to 3.5 hours talk time or up to six days standby – to meet the needs of mobile professionals.
- Wireless voice, data, and mobile computing in a single 6.6 ounce device.
- Accessories for adding bar code scanning support and cameras
- Combined with the Kyocera 7135 smartphone, enterprise data can be accessed via CDMA wireless service.

### Platform Features

**Xora EnterpriseOne provides a future proof, single foundation for organizations looking to mobilize enterprise data**

- Mobility Connectors for leading enterprise applications such as SAP, Siebel, Clarify, Remedy, Oracle, i2, PeopleSoft, JD Edwards, MS Exchange and Lotus Notes.
- Broad connectivity to legacy and homegrown custom applications including mainframes. Web Services support.
- Real time wireless, as well as offline access (J2ME/pJava, native Palm/Pocket PC applications) with smart synchronization support.
- Comprehensive notification engine with actionable alerts, escalations and end user personalization to multiple channels including email, SMS, WAP Push, Voice and fax.
- Speech recognition capability.
- Completely end-to-end security including WTLS, SSL v2/3, VPN and direct RAS dialup. Support for LDAP, RADIUS, AD and RSA 2-factor challenge/response authentication



[www.xora.com](http://www.xora.com)

*Kyocera enterprise solution providers are independent third parties who have developed mobile solutions for the Kyocera 7135 smartphone. To use a solution, please contact the provider directly. Kyocera is not responsible for and makes no warranty or representation as to any solution. Kyocera is not responsible for any liability or damage arising from the purchase or use of any solution. Use of any solution is at the users own risk.*