

- Improved efficiency
- Reduced cost
- Enhanced customer service

Add Items ?

Code: It9
 Category: Food
 Del.Period: 15 days
 Qty in stock: 30
 Desc: Coca Cola
 Type: For Sale
 Qty: 1
 Unit: Nos.

Item List ?

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Orders **Items** All

ItemDesc..	Price	Unit
chairs	\$ 5.00	Nos.
Coca Cola	\$ 1.00	Nos.
Computer	\$ 7.00	Nos.
Dinner	\$ 3.00	Nos.
Juice	\$ 1.50	Ltrs.
Lunch	\$ 4.00	Nos.

LookUp: |

New Order ?

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Order **Items**

It#	Desc	Qty	Price	Amt
It9	Coca C..	1	\$ 1.00	1.00
It4	Table	3	\$ 1.50	4.50

Total 5.50

Field sales staff collecting new orders on handheld device

OBJECTIVE

This general contractor for event management used to accept the orders from the field sales staff by telephone, fax or by e-mail. The attendant would manually enter the orders in the financial accounting and inventory system. The confirmation of the order, inventory status, delivery status was communicated to the sales staffs either by fax or over telephone. A desktop module was used for entering the orders manually into a database.

This process was time consuming, error prone and redundant. Also customers were unaware of the delivery status. To make matters worse, field sales staff was unable to reply to customer queries in absence of real time information about the orders, inventory etc.

SOLUTIONS

As shown in the diagram the solution extends present desk top order entry system to multitude of mobile devices.

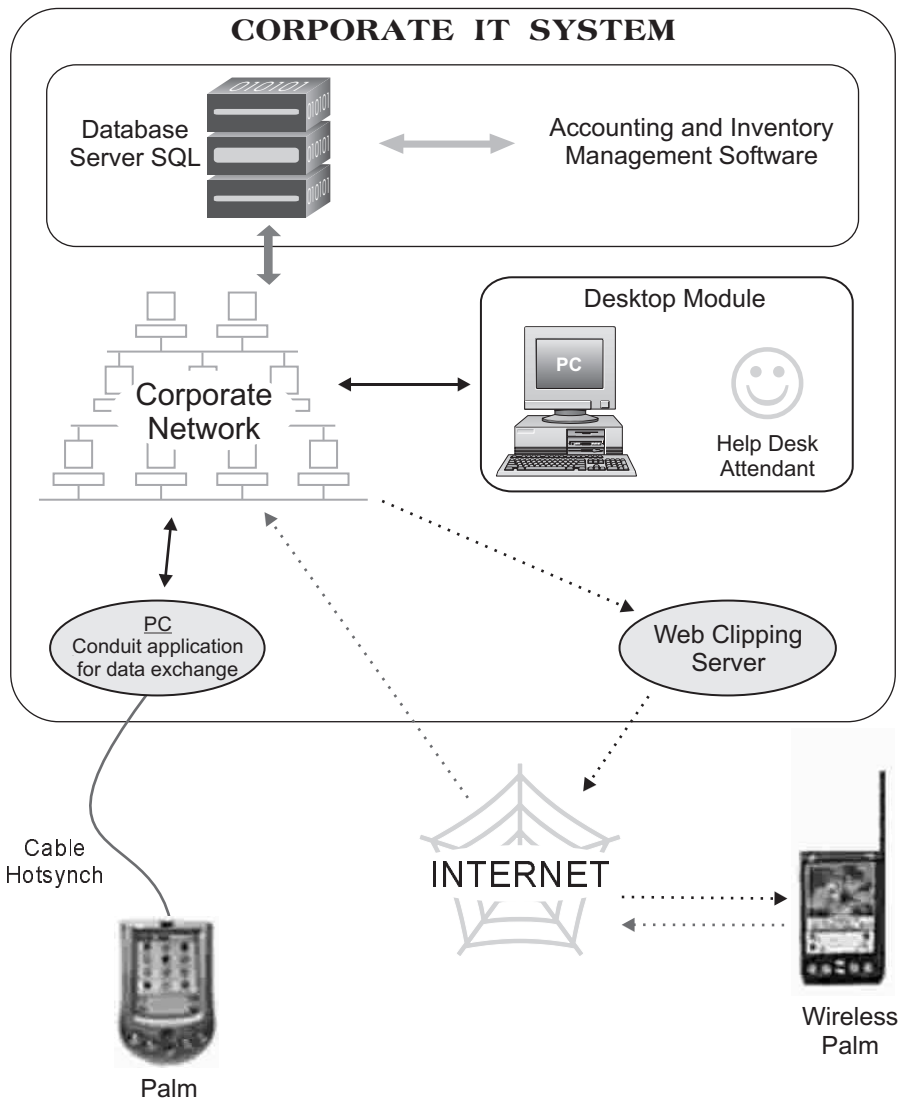
◆ Connected Module :

For use with the Wireless Handheld devices such as Palm VII, Palm with Mobile Internet kit and Palm with wireless modem.

◆ Sync n' Go Module :

For use with disconnected handheld device for cable/IR beam/ Ethernet Cradle Hotsynch.

In all the modules the users can access existing order database, add new orders, check order status and report mismatches without the involvement of help desk assistants. The updated / real-time data is available to all participants in the system including field sales staff, distribution staff, management, help desk assistants.



The technologies used to build this application were C, C++ , Web clipping, VB, ASP

COMPARISON OF MOBILE COMPUTING PLATFORMS

	Connected Module	Sync n' Go Module
Real time updating of data	Yes	No
Air time charges	Yes	No
Dependency on wireless network	Yes	No
Processing speed	Slow	Fast
Backup requirement	No	Yes
Limitation on user interface	No	No

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