

IFS/Wireless Services™ —your company in your pocket

The development of mobile clients has created new opportunities for field operatives. Wherever located, now they too can access the business-critical information that is needed for their daily work and is stored in the company's business applications. IFS/Mobile & Wireless Services™ uses mobile clients to enable the functionality in IFS Applications™ to move out beyond the company's office networks.

Just as the Internet creates new business opportunities and drives the restructuring of many industries, mobile applications will do exactly the same, although perhaps in other industries and in other ways. IFS Applications enables you to quickly leverage the benefits of the new opportunities, regardless of what they are. Via IFS/Mobile & Wireless Services, IFS supports technology that combines wireless access on-line and off-line.

Benefits of mobile solutions

Maybe the most important benefit you will achieve with a mobile solution from IFS is elimination of time-consuming duplicate data entry and the likelihood of errors occurring every time you have to enter information. Moreover, direct input from your sales force and service technician's enables earlier repeat sales and invoicing related to completed assignments.

A good example of this is the IFS eService™ solution, a package especially developed for field service technicians. The solution enables them to use PDAs to download information on assignments, service objects, and customers as well as make final



“By using their handheld computers, our technicians have increased their productivity by at least 20%. Work flow is smooth and efficient, and cash flow has improved due to speedier invoicing.”

Maya Olsson, IT director at Anticimex.
Anticimex handles more than 300 000 service orders each year and has 1.4 million objects in its database.



*CUT YOUR COSTS AND MAKE YOUR CUSTOMERS
SATISFIED WITH IFS WIRELESS SERVICES*

reports directly. This type of mobile access leads to greater efficiency and makes reporting more accurate while saving time and producing a shorter invoicing cycle. At the end of the working day, or whenever convenient, the information on each mobile unit is synchronized with IFS Applications either via the charging cradle or through a wireless protocol. The same solution can be used with WAP telephones.

PDA's and WAP telephones are considerably more convenient tools than laptop computers in mobile contexts. What's more the investment is smaller. Yet these mobile clients, like modern barcode readers, are incredibly powerful tools, especially when used with IFS Applications.

The mobile solution framework

IFS/Mobile & Wireless Services is a framework for mobile solutions that can adapt to changes as

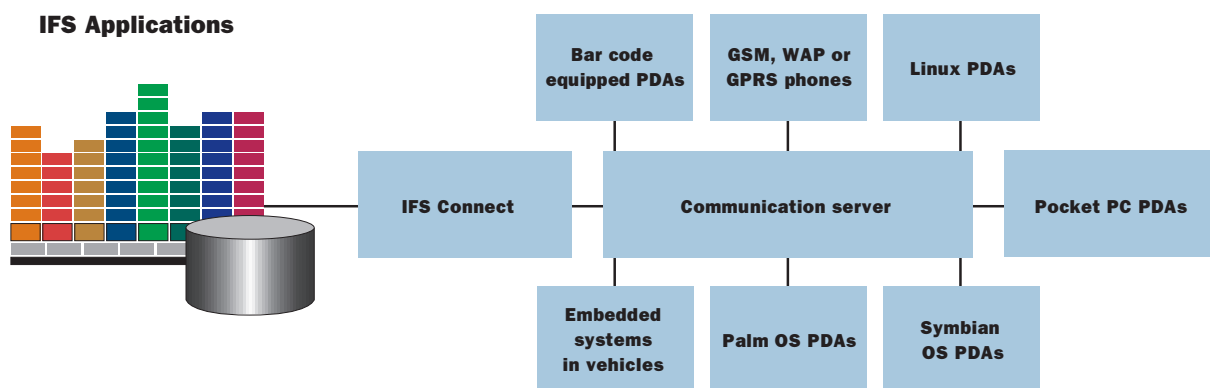
your needs require. The framework includes 4 logical components (all the essential parts of a business critical mobile solution) that enable you to choose other solutions from one of those parts.

These are:

- Industrial designed rugged handheld hardware (provided by Symbol or Intermec)
- Mobile infrastructure (software and hardware)
- Mobile business applications
- Development tools for customization

We believe this offering is the most complete on the market today and really makes 'one-stop-shopping' easy for IFS customers.

It's up to you to decide which parts of your business process should be available via mobile clients, and when you have done that, we will match it with our standard solutions.



IFS will use communication middleware from IBM to support all the interesting new technology that appears. If our customers prefer other middleware, we simply build another adapter to that middleware in IFS Connect. The IFS/Mobile & Wireless framework supports all the client platforms that can run Java, Satellite Forms, Wavelink or WAP. Today this means most cell phones, Pocket PC, Palm OS, Symbian OS or Linux.



Future-proof solution for commonly used mobile devices

New standards and technologies are appearing all the time giving rise to entirely new applications and technical solutions. That's why IFS/Mobile & Wireless Services is a general platform for mobile clients, designed to help you secure a future-proof solution. The technical platform, with predefined interfaces to the most commonly used mobile devices on the market today, like PalmPilots, Pocket PCs and WAP phones, makes it possible to cost effectively produce a tailor-made mobile solution for all of the components within IFS Applications. We also offer standard applications for the most common mobile solutions like service orders, work orders and bar-code warehouse solutions.

System communication as required

Business and transaction processes go faster, the level of service increases, and your competitive edge is sharpened. In combination with different applications in your solution, IFS/Mobile & Wireless Services cuts administration costs that you have difficulty charging for. You can choose between on-line access to your business critical information (via radio, GSM or GPRS networks), or a less expensive solution that synchronizes information when the device is recharged.

IFS' mobile offering

To support you in implementing a mobile business solution, IFS, together with selected partners, developed the IFS/Mobile & Wireless Services market offering including all parts of your solution. These are:

- Industrial-designed rugged handheld hardware (provided by Intermec and Symbol) including:
 - Multi OS support (Palm OS, Pocket PC and in the future also Linux)
 - Built-in barcode scanners
 - Communication via cradle (offline), radio (WLAN) or GSM/GPRS (WWAN)
 - Barcode printers
 - Wireless LAN
- Mobile infrastructure (partly provided by IBM) that offers:
 - Capability to connect and identify users in mobile environments
 - Capability to identify and adjust the presented format according to the mobile device used (if it is an adjustable format, like the web)
 - Secure transactions made by mobile users regardless of whether the user is offline or online
 - Security, including communication security, authorization, firewalls, encryption and VPN tunneling
- Multiple mobile device technology support (Palm OS, Pocket PC, EPOC and, in the future, Linux)
- Multiple server platform support (Windows NT, 2000, Unix, Linux, AIX and many more)
- Load balancing and caching within high performance and globally distributed solutions
- Device Management for maintaining your mobile business software
- Mobile business applications including:
 - Mobile Service solutions
 - Mobile Warehouse solutions
 - Mobile Work order solutions
 - Mobile Time reporting solutions...and many more to be released in the future
- Development tools for customization
 - Mobile Web client framework (online)
 - Mobile Transaction framework (online when available)
 - Mobile Java client framework (online when available)

This market offering is strictly component-based so that you can choose the parts of it you want to use, as you need them. The total solution can be expanded step by step when you feel ready to broaden your solution.

Mobile & Wireless Partner



www.intermec.com



www.symbol.com



www.ibm.com

About IFS and IFS Applications

IFS develops and supplies component-based business applications for medium and large enterprises. IFS Applications, which is based on web and portal technology, offers 60+ enterprise application components used in manufacturing, supply chain management, customer relationship management, financials, engineering, maintenance and human resource administration. IFS provides customers step-by-step evolution to the extended

enterprise with e-business solutions that offer partner, customer, and supplier collaboration.

A top global business applications supplier, IFS has 3,200 employees, with sales in 43 countries. The company is listed on the Stockholm Stock Exchange (XSSE:IFS).

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