

## **Wireless WAN (UMTS) – Pushing Innovation in the Field of Mobile Solutions**

*Mobility poses a strong challenge to technology. Especially the online access to up-to-date information and realtime response is still a challenge to be met.*



**Portable devices for reading RFID-tags in offline and online mode for industrial service**

Until today the field of mobile applications mostly employ asynchronous solutions, which in turn lead to slow reaction times and impediments with regard to contextual quality. Regarding this area of industrial applications, GAB has designed (in co-operation with lead clients) a technologically new basis for mobile services and field service appliances.

Thus, considering the existant ample UMTS network in Germany, it has become possible – on the basis of a flexible infrastructural platform – to realize a realtime connex between different information systems. This again serves individual mobile applications as communications interface.

This solution was designed and tested as a result of practical application scenarios and field cases together with customers within the settings of the mobile maintenance management (MMM) as encountered in SAP as well as in proprietary system environments.

Therefore it is not only possible for field service and sales staff to recover and store information on site in high quality, but also allows them to access information and data stored on central information systems, initiate ensuing processes ad hoc (e.g. initiating procurement processes, timeplanning and management of ressources, service escalation, key account management and critical-incident-management).

Not only is the information density and service quality increased with regard to the customer on site, but also the efficiency and value of prime and secondary processes in the field of mobile services and applications are enhanced significantly.

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