

Mobility Overview

Diamond Technologies provides security-enhanced mobile solutions that deliver the tools, technologies, and environment to help employees communicate, collaborate, and work effectively with each other and with customers while on the go. Mobility software and applications running on state-of-the-art hardware, such as Blackberry's, Smartphones and Tablet PCs, can help your organization respond to evolving business needs and resolve both internal and customer problems in a more timely manner.

Enhanced Productivity

Diamond delivers familiar, easy-to-use productivity tools and applications that increase employee efficiency away from the office by helping users reach deeper into available information. Innovative hardware and familiar applications improve mobile productivity, resulting in time savings and better decision-making.

Quicker Response to Customers, Partners, and Colleagues

Diamond mobile solutions provide fast access to contacts helping employees better communicate with customers and collaborate with coworkers.

Reduced Costs and Greater Efficiency

Diamond mobile forms management solution removes the time consuming, manual process of entering handwritten forms into your backend systems. With digital pen and paper technology, your employees can still use paper and pen and have the data automatically integrated into current business applications.

Greater Adaptability

Diamond provides a wide choice of "best-of-breed" technology that fits you and your organization, helping you adopt both off-the-shelf and custom solutions tailored to your teams unique strategic business needs.

Business Scenario

Toby works for a medical device company whose customers are hospitals and extended-care facilities. He installs and services a range of medical equipment. When a hospital in Toby's sales territory is having a technical issue that requires a service specialist, he is sent out to help the customer.

Toby starts off the morning, like every morning, with a look at his Microsoft Office Outlook Mobile calendar, using his Windows Mobile powered Smartphone. No appointments scheduled until 10 A.M.

Toby's Smartphone rings. It's the operations manager with an urgent customer request. Thanks to the Global Positioning System (GPS) device on Toby's phone, the operations manager knew exactly where Toby was and delegated the job to him because he was only five miles away from a hospital in need of help.

But it's the middle of morning rush hour, which means it could take Toby 30 minutes to get there. Toby looks up traffic conditions on his Smartphone, which uses a third-party application to help him plot the quickest course to his destination.

When he arrives at the hospital, Toby uses Microsoft Office Communicator Mobile to initiate a quick instant message session with his operations manager to confirm the nature of the problem.

Toby grabs his toolkit, his digital pen, and clipboard of problem forms. Thanks to the digital forms that have been pre-populated with recurring information, and that he already knows how to use pen and paper, Toby can concentrate on the more important aspects of his job. Toby fills out the problem form and sketches a drawing of the part that is broken. He clicks an icon on the form, and it is transmitted from the digital pen, through Toby's Smartphone, to a problem tracking system and a parts inventory system at the main office where the part is automatically ordered. And because of the handwriting recognition capability of the Mi-Forms Software System, Toby's illegible handwriting is no longer an issue for the parts manager back at the office.

Toby quickly resolves his customer's issue and takes a minute to catch up on e-mail, using his Smartphone. Then Toby checks his Outlook Mobile calendar for his busy afternoon schedule.

Back on the road, he finds that he's forgotten his Smartphone and returns to the hospital to retrieve it, with no worries about all the confidential information that might be lost if he can't find it. Not only is it password-protected, but his IT manager could remotely wipe the device of all information if the device were truly lost.

Mobile Solutions Help Deepen Customer Relationships

With the right mobility solution for your company, information workers and technicians like Toby will be able to communicate, collaborate, and work on the go. This helps your company:

- **Acquire new customers.** Sales teams can follow up on new customer leads away from the office. And when they plan that important sales pitch meeting, they can take advantage of improved customer interactions and better on-site presentations.
- **Serve and support current customers.** A speedier near real-time response means happier customers and more successful companies. Access to accurate, up-to-date sales data means on-site issues can be successfully resolved quickly. And productivity increases because team members can enter customer information onsite from a variety of devices.
- **Share insightful information.** With Diamond implemented mobile solutions, your information workers can both access and share the most current data about customers and suppliers with their colleagues and your company's partners.

While finding the right mobile solution can be a challenge, Diamond provides a simple route to deploying, managing, and supporting successful, large-scale mobile solutions. Now, you can pass cost and efficiency improvements on to your customers in the form of better service and more competitive prices.

Comprehensive Mobility Toolkit

Diamond Technologies mobility solutions feature the following technologies that can be packaged in various configurations to meet your business objectives for mobility:

- **Anoto Digital Pen and Paper Technology** lets users benefit from the natural, simple and intuitive nature of using pen and paper. The big difference from a normal ballpoint pen is what digital pen and paper lets you do with handwritten information. Namely, whatever text and images a digital pen puts on the paper is converted into digital data. In short, employees gain the speed and power of digital technology while keeping all the familiarity and convenience of using ordinary pen and paper.
- **Mi-Forms Software System** enables flexible forms design and the capture, handwriting conversion, verification and communication of forms based data for enterprise users. Mi-Forms will convert handwriting into machine readable text as you write. Drawings, diagrams, and a number of other data sources may also be captured if needed (images, audio, barcodes, GPS, RFID, file attachments, etc). Data may be sent from the Mi-Forms Client to the centralized Mi-Forms Server and then to other existing data repositories. Recognized data, ink, and form page background data may be exported via a variety of standard formats. Mi-Forms supports a wide range of platforms: Tablet PC, Digital Pen, Pocket PC & Smart Phones and Signature Capture Pad.
- **Windows Mobile®** supports a wide range of innovative handheld devices, with mobile versions of Microsoft software and off-the-shelf and custom solutions tailored to your strategic business needs. Based on the familiar Microsoft Windows® experience, Windows Mobile devices contain mobile versions of consistent, easy-to-use, everyday tools such as Microsoft Office Outlook®, Office Word, Office Excel®, Office PowerPoint® and Office OneNote®, enabling your workforce to easily access, share, store, view, and edit documents while away from the office.
- **Blackberry®** Business Solutions allow you to connect and collaborate wherever you are. Not just through email, personal information management and voice, but with Customer Relationship Management (CRM), field service, Enterprise Resource Planning (ERP), order entry, Internet and intranet access, instant messaging and more—all the tools and applications necessary for you to make important decisions quickly.
- **iPhone®** Custom Solutions allow you to use your new iPhone within the Enterprise environment. Implement the new Microsoft Exchange integration, custom CRM applications available on the Apple AppStore and security options such as secure VPN and remote device management.
- **Windows XP, Vista, 7** running on mobile PCs, increases productivity. Enable your workers to get better performance, reduce costs, and improve efficiency by connecting to your business networks to obtain and share information while on the go.
- **Microsoft Exchange Server 2007** provides your people with remote access to their e-mail, voice mail, calendars, and contacts from a variety of clients and devices. You can also quickly create hosted user accounts and mailboxes, which makes it easier to add new customers.
- **Microsoft Office SharePoint Server 2007** provides the next generation of the familiar productivity suite, extending rich communication, collaboration, and coordination capabilities to mobile employees. This helps mobile professionals to create, edit, and view a Word, Excel, or

PowerPoint document on the go, and then share and collaborate on the document from almost anywhere.

- **Office Communications Server 2007** delivers streamlined communications for your users so they can find and communicate with the right person, right now, from the applications they use most (like Microsoft Office Outlook) whether at the office, at home, or on the road. The flexibility and familiarity of a common user interface, whether on the PC, the Web, or a mobile device, helps enable both increased productivity and accessibility. Without expensive infrastructure and network upgrades, IT can deliver these capabilities, including software-powered VoIP, Web conferencing, and enterprise instant messaging, while maintaining the operational control required by today's business needs.