

The 5 Steps To Mobility:

How to enable the government agency workforce with mobility solutions



Executive summary

With the benefits of mobility in federal, state and local agencies proven, you have decided to move forward with mobility plans for your agency. But where do you start? How do you determine where to deploy mobility first? How can you be sure you are selecting the right mobile devices, the right wireless infrastructure and the right solution provider?

As a global industry leader, Motorola offers the experience gained from deploying millions of mobile devices around the globe in virtually every industry—including federal, state and local government agencies. The best practices learned from our vast base of experience are distilled into five straightforward steps that will take you from start to finish—from assessing the needs of your organization and defining the objectives you want to accomplish to the development of new streamlined workflows, the creation of specifications for a request for proposal (RFP), solution provider selection and how to best plan for the most cost-effective deployment and day-to-day management of your entire mobility solution.

Implementation of a mobility strategy provides quantifiable benefits to government agencies

State, local and federal government agencies are realizing major benefits by deploying mobility solutions that eliminate manual or outdated business processes, leading to increased operational efficiency and productivity as well as a reduction in costs and errors. For example, by extending the functionality of the deskphone and desktop computer to a small yet rugged mobile device, workers have the tools they need to take whatever action is required, right at the point of activity. Now, at any moment, workers can: access crucial information in just a few keystrokes; automatically capture error-free information with a split second scan of a bar code or RFID tag; complete an electronic form, eliminating the need for paper; call or text an entire workgroup and more—all with a single device.

In addition, mobility also enables cost-effective real-time tracking. A scan of the bar code on evidence tracks the chain of custody. Bar code scanning and RFID enable the tracking of virtually any type of asset—from supplies on storeroom and warehouse shelves to trucks, planes and ships. And in inspections and maintenance functions, agencies can easily track which technician repaired which asset, as well as the details on the maintenance that was performed.

The resulting ability to conduct business in real time can deliver distinct advantages. Through mobility solutions, state and local agencies can increase productivity and data accuracy, which improves the flow of revenue, while federal agencies can improve overall operational efficiency, data accuracy and accountability.¹

With the benefits of mobility validated, you're ready to move forward. The following pages outline the five steps that will help you deploy mobile solutions in your agency.

Step 1: Assess your organizational needs and define your objectives

Deliverable: Define your mobility strategy

Inside every agency, there will be many areas where mobility solutions can be deployed—but the most successful mobility deployments are those that return the most benefits. To determine where to best apply mobility in your agency, start with a list of the most strategic agency goals for the year—for example, to cut costs without impacting service levels; enable cost-effective compliance or improve inventory management.

Once the top agency goals are known, identify the organizational pain points behind the goals and the



¹ For more information on the advantages of mobility in government agencies, see:

The Mobility Advantage for State and Local Governments: Reduce costs, generate revenue and increase operational efficiencies for state and local governments

The Mobility Advantage for Federal Agencies: Improving operational efficiency and accountability in federal agencies

Step 1 *(cont'd)*

The following chart provides just a few examples of top agency strategic goals as well as the initiatives that can address the pain points behind those goals:

Strategic goals/major agency pain points	Corresponding potential initiatives
Enable cost-effective SARBOX regulatory compliance	<ul style="list-style-type: none"> • Eliminate errors • Eliminate paper forms • Reduce the cost of asset tracking • Automate collection of new required information • Eliminate impact of asset tracking on productivity levels • Automate generation of required reports
Survive budget cuts without impacting service levels	<ul style="list-style-type: none"> • Reduce/contain staffing costs • Increase productivity of existing staff • Reduce file maintenance and storage costs
Improve worker safety	<ul style="list-style-type: none"> • Improve visibility into worker location • Enable instant communication with field workers
Improve inventory management	<ul style="list-style-type: none"> • Reduce paperwork • Eliminate errors • Decrease cycle times • Improve worker productivity • Reduce stocking requirements • Reduce inventory handling costs • Improve inventory visibility
Address spiraling vehicle-related costs	<ul style="list-style-type: none"> • Reduce fuel costs • Reduce maintenance costs • Improve vehicle utilization
Improve IT asset security	<ul style="list-style-type: none"> • Improve accountability • Implement audit trail • Enable real-time visibility into IT asset location

strategic initiatives that will address those pain points. Then determine which initiatives can be best resolved with mobility. The result is the identification of your mobility strategy—the specific objectives you want to achieve with your mobility solution. Your mobility strategy is now tightly aligned with key agency objectives, positioned to deliver those benefits that will be most valued by the agency.

For example, if the number one strategic goal in your agency is to enable cost-effective compliance with Sarbanes-Oxley requirements, pain points might be the high cost of manual inventory processes and a high incidence of data errors. Enabling initiatives might be to a) automate and reduce the cost of asset tracking and b) eliminate data errors. Bar code scanning, RFID and mobile computing can address these initiatives by replacing paper and pen with an electronic form. Completion of the electronic form can be heavily automated with drop down and check boxes as well as the ability to auto fill fields. Bar code scanning can enable the automatic capture of serial numbers and other information typically prone to capture errors. And RFID can be deployed in warehouses and IT data centers to automatically track materials and IT assets with very little if any

human intervention. The result is the ability to instantly generate a detailed report on demand, providing the accurate disposition of all agency assets without any added labor.

Step 2: Evaluate your processes

Deliverable: Identify the new process and information flow

Step 2 involves a detailed look at how the processes that are associated with the selected strategic initiatives can be re-engineered to achieve the end goal. Determine how you can move your day-to-day processes as close to real time as possible, stripping out cost and wasted time to improve productivity, help eliminate errors and eliminate the impact of slow moving information:

1. Assess the flow of data today

Create a flow chart that details the processes in place today, including the movement of information and intersecting processes and the impact on other workers, divisions and agency systems.

Step 2 (cont'd)



2. Identify the pain points in today's data flow

Identify areas in your existing processes where there are opportunities for error, redundant steps, time-consuming steps or a slow movement of information that negatively impacts decision making. Look for:

- Wasted time/duplication of effort
 - Is time spent painstakingly completing forms with pen and paper?
 - Are paper forms then entered into the computer at a later time, requiring the data to be handled twice before it is visible in your systems?
- Lack of information visibility
 - What is the impact of the lag times between when information is collected (for example on paper) and when it is entered and visible in your computer system?
 - Are there other steps in your processes that delay the movement of information through your agency?
 - Is there information that resides solely on paper in files, never visible to other workers, managers or agency departments, such as the casework notes and status?
 - Who in your organization will benefit from the ability to view collected information? How frequently do the various viewers need to access and act on the data?
- The impact on intersecting processes
 - What steps in your processes branch off and affect other processes, and how are those processes affected? For example, when inventory levels for items in the warehouse reach minimum levels, if workers are utilizing paper forms to process orders, purchasing may not realize there is a need to place an order for days, resulting in out-of-stock inventory. Alternatively, in maintenance operations, if route planning is executed manually, the parts department may not be able to see the schedule in time to best stock the vehicle, resulting in the high cost of multiple trips to complete a repair.
- Opportunities for error
 - Is there information that could be captured automatically, for example, with drop down boxes, check boxes, auto filling of fields or a scan of a bar code?

3. Determine any workflow, information collection or communication enhancements that can streamline your processes and availability of information

New functionalities that can be integrated into today's handheld mobile devices include high resolution color cameras, wireless WAN (WWAN) communications and GPS. Assess whether your organization can benefit from these new types of data capture or data transport options. For example:

- How would your agency and the constituents you serve benefit if your workers could take action right at the point of activity by either entering or accessing information in real time? Imagine the impact on the speed and quality of services:
 - If a social worker could enter information and escalate a case out in the field—instead of returning to the office to complete forms that are then entered into the computer.
 - If repair crews could access past history, manuals and detailed repair routines complete with checkboxes for every step—all on a small handheld device out in the field?
- Could the business process benefit from GPS location-based applications? For example, would real-time navigation help keep workers on time throughout the day? Would the information help dispatch to better analyze and plan routes to minimize mileage, fuel costs and vehicle wear and tear?
- Could the ability to capture high resolution photos and documents provide value inside the agency as well as to constituents? For example, if inspectors out in the field could take a picture of the asset to document proof of condition, complete with a geostamp (latitude and longitude where the picture is taken, supplied by GPS) to document proof of location, could managers better assign repair crews and better manage their mobile work teams? If caseworkers could snap a quick photo to document the poor condition of a foster home that would become part of the permanent electronic record, easily accessible with the press of a few keys, would the improved documentation help the court system to better protect and place children in need?

4. Create the new process flow—identify where mobile voice and data solutions will optimize business processes

Map out the new process flow, identifying and documenting the most efficient flow of information—from collection to your back-end systems. In addition, also:

- Identify where in your processes mobile devices are required
- Identify the list of tasks that will be performed with the mobile devices (i.e. completing and submitting an electronic form in real time; accessing a record; scanning a bar code; placing a phone call; reading an RFID tag; or taking a picture)
- Determine where and how tangential processes are improved
- Determine how and where the addition of voice can improve the connection between:
 - Workgroups
 - Workgroups and their supervisors
 - Supervisors and executive decision-makers

Step 2 *(cont'd)*

5. Identify the benefits of mobility

Assess the 'before' and 'after' process maps to determine the impact of mobility. Identify where efficiencies are gained and the anticipated benefits, for example:

- **Reduction in cycle time:** How much time is saved—and how will the time savings impact the satisfaction of your constituents?
- **Increase in productivity:** How many virtual employee hours do you expect to gain—and how will that impact employee utilization and staffing costs?
- **Increase in revenue:** How and why will revenues be increased, and by what percent? How will the revenue increase impact the return on investment for the mobility solution?
- **Reduction in errors due to automation of data capture:** What was the percentage and cost of those errors and what are the new target percentages and costs?
- **Improved asset utilization—employees and equipment:** Will improving asset utilization impact capital and/or operational costs? Will the return on investment for assets improve?
- **Reduction in stocking inventory levels:** What is the reduction in inventory and the associated inventory carrying costs? Will a reduction in inventory substantially reduce warehouse space requirements? If so, how would you re-allocate the warehouse space and how will that impact costs and/or revenue?
- **Reduction in mileage:** What is the annual expected savings in fuel costs?
- **Reduction in vehicle wear and tear:** What is the financial impact of a reduction in repairs and a longer vehicle lifecycle?
- **Reduction of paper:** How will the elimination of paper forms impact your agency? What is the annual cost to purchase the forms? What is the cost to file and store the physical forms?

With the benefits clearly defined, you have the information required to help justify the investment. In addition, the new process flows provide the foundation for Step 3—identifying hardware and other requirements for your Request for Proposal (RFP).

Step 3: Architect your solution

Deliverable: *Define the list of required mobile computers and wireless infrastructure, complete with specifications.*

With process re-engineering plans completed, you can now take an in-depth look at how and where devices are being utilized as well as the environments where wireless connectivity is required to define the specifications for your RFP.

Mobile device requirements

In order to define the mobile computer specifications that will meet the needs of your business, create a list of the types of workers who will be using the devices. For each type of worker, detail the types of tasks that will be performed on the devices, the environment where the mobile computers will be deployed and the intended useful life. This information will help you identify mobile computer specifications, including form factor, environmental specifications and the specific features and functions required to enable your mobility solution.

Form factor

The following questions will help you identify the general form factor as well as specific form factor requirements.

- Will users be primarily entering data, or utilizing the device more as a PDA or cell phone? The answer to this question will help you define size expectations as well as keypad requirements. Note that ease of data entry and keypad usability will take priority over device size—a device that fits in a pocket but is not easy to use will not be readily accepted. Workers who will be primarily entering text will require a full alphanumeric keypad or even a full-size Bluetooth keyboard. If your application calls for primarily numeric information, a numeric keypad is most suitable. Finally, workers who primarily need phone functionality will expect smaller lightweight pocketable devices with a typical phone-style numeric keypad and dedicated buttons for push-to-talk, volume and other frequently used functions.
- Are workers primarily scanning bar codes—for example, warehouse workers managing inventory? If so, you will want to specify a gun-style or wearable form factor that is ergonomically designed to provide all day comfort, despite the constant repetition of movement.
- Do you need only mobile handheld devices that can be carried to virtually any point of activity anywhere? Do you also need vehicle mount mobile computers capable of collecting information at a pre-defined point of activity—for example, in forklifts and clamp trucks in the warehouse or in the fleet of trucks out on the road?

Features and functionality

The type of tasks your workers will be performing on devices will help you define the required features and functionality.

Does your application require:

- The ability to communicate wirelessly? If yes, do you need: Public Carrier access (wireless WAN), wireless LAN (WLAN) connectivity and Bluetooth?
- Bar code scanning? If yes, 1D, 2D or both?
- The ability to read RFID tags?



Step 3 (cont'd)



- The capture of photos? If so, how much detail is required? Will photos be more scenic (distance), close up (to capture details or documents) or both? If the answer is both, autofocus will be a requirement.
- Signature capture capabilities?
- Location-based GPS applications, such as real-time navigation?
- Accessories? Look at the accessory family for the various devices you are considering to make sure you can provide workers with a complete solution to meet their needs and simplify mobility. For example, workers out in the field will need vehicle cradles and chargers. Some workers may require extra capacity batteries. Special functionality may be required for other workers, such as biometric attachments that enable the capture of a fingerprint.
- Voice capabilities such as:
 - Push-to-talk one-to-one and group calling
 - PBX integration—the ability to extend the deskphone extension and its feature set to a mobile device
 - Multiple voice modes—such as handset, speakerphone and wireless headset
- Keypad or touchscreen? What type of interaction will your applications require? Will users be primarily entering numeric data or utilizing the device as a phone? If so, a numeric or phone style keypad is the best option. Conversely, for applications that require more intensive data entry, a QWERTY/alpha primary keypad is most suitable.

Does your agency need:

- GPS capabilities to enable tracking workers and vehicles in real time to improve route efficiency and worker safety?
- Telematics in a truck fleet to improve safety and vehicle utilization as well as reduce vehicle-related costs?

End-user input:

The success of any mobility deployment hinges on the acceptance of the solution by your end users. Soliciting input from the workers who will be interacting with the device on a daily basis will allow you to capture the detailed requirements from an end-user perspective—ensuring the usability of your applications and your mobile devices. In addition, end-users who are involved from the start are more likely to accept and adopt the solution, helping your agency to rapidly achieve the benefits of your mobility solution—and a return on your mobility investment.

Environmental requirements:

Specifying the right environmental requirements enables you to define the level of rugged design required for your mobility solution. The degree of rugged design is crucial to controlling the cost of your devices—and your total cost of ownership. The

more rugged the device, the more expensive, due to the additional engineering required to protect the housing and sensitive electronics. You want to avoid purchasing devices that are rated much higher than required—for example, a device that will be utilized inside the four walls only does not need to be able to withstand exposure to the elements. On the other hand, purchasing devices that fall short of rugged requirements will end up costing you more in the long run—you may save on the initial cost of the devices, but the additional repairs and the need to replace the device sooner will result in a much higher overall total cost of ownership than its more rugged counterpart.

In addition, the degree of rugged design can also affect the size of the mobile device. Over-specifying rugged requirements can result in the needless selection of larger and heavier devices that could impact user adoption rates.

Questions that will help you properly define rugged specifications include:

- Will the devices be utilized inside your four walls only, or primarily out in the field?
- For devices that will be utilized inside the agency only:
 - Will they be utilized in the carpeted space or in more demanding areas such as the warehouse?
 - Will they be utilized in outdoor areas within your environment, such as loading docks, expansive outdoor yards or outdoor guard stations?
- For devices that will be utilized out in the field:
 - Will the device be used in outdoor spaces most of the day, or in primarily in vehicles and buildings?

The answers to these questions will help you determine the required:

- Level of environmental protection, known as Ingress Protection sealing (IP sealing)—Different IP sealing ratings provide varying levels of protection against the ingress of dust, moisture and liquids.
 - Does the device need to be completely dust-tight versus dust-resistant? Environments such as warehouses often require a dust-tight design.
 - Does the device need to withstand occasional contact with liquid—for example, a spilled beverage—or does the device need to withstand regular exposure to the outdoor elements (such as rain and snow), potential contact with grease, drops in the mud and washdowns?
- Temperature range—Will the device be utilized outdoors in areas with a broad temperature range or indoors in an unheated warehouse in a northern climate? Or will the device be utilized indoors only where the temperature range is less dramatic?

Step 3 (cont'd)

- Drop specifications—Drop specifications are typically rated for specific surfaces, such as tile or concrete. Devices utilized inside the four walls may only require a drop specification to tile, while devices utilized out in the yard or loading docks and out in the field will require a rating for concrete. Be sure to check the temperature range in which the drop tests are performed. Many drop tests are only performed at ambient temperature, which does not ensure that the device could survive a fall at the extreme ends of the operating temperature range. The materials could become too brittle when cold to withstand the stress of an impact, or too pliant when warm to retain the rigidity required to protect sensitive electronics.
- Additional environmental specifications —Devices that will be utilized in unrelenting sunshine—such as parking lots, mountain tops and deserts—should offer specifications that ensure dependable performance despite constant exposure to solar radiation. Extreme humidity can cause computers and electronic devices to corrode and malfunction over time—mobile computers that will be utilized routinely in humid environments should offer the appropriate testing to ensure reliable operation despite use in warm, moist conditions.

Wireless network connectivity requirements:

Now you need to assess the types of network connections that are required for the various devices. Specifying a wireless LAN or wireless broadband network is a complex endeavor. However, there are some basic considerations that can help you identify the types of infrastructure and the specifications of that infrastructure.

- Devices that will be used strictly inside the four walls or in a campus style environment—including outdoor spaces—will only require wireless LAN connectivity. Choosing 802.11a/b/g compliant devices ensures compatibility with the networks of today as well as tomorrow.
- Devices that will be utilized out in the field will likely require a cellular connection. Depending upon where your agencies are physically located, you may have a choice between 2.5G (known as GSM/GPRS/EDGE) and 3G (HSDPA and CDMA-EVDO Rev A) cellular networks. In order to determine which network is right for your applications, you need to factor in:
 - Bandwidth requirements: Will users be sending and accessing smaller amounts of data, or large files such as images?
 - Geographic reach: Does one network better serve the geography where your workers will travel? At present, the 2.5G network offers more pervasive coverage, while the 3G networks are still expanding, primarily only available in larger metropolitan areas.



Wireless LAN network requirements

A wireless LAN will provide wireless connectivity for users inside your facility—inside the walls in the outdoor areas of a single facility as well as between buildings in a campus-style environment. The following questions will help you begin to specify the requirements for your WLAN:

- Do you need to extend your wireless LAN connectivity exclusively inside the four walls or also in outdoor areas, such as between buildings in a campus-style environment or in large yards? How many buildings are in your campus, and what is the distance between the buildings?
- How many users do you need to support in each location?
- Do you have one location or a distributed environment? If distributed, how many locations will require a wireless LAN? Does each location have IT support?
- Do you have indoor areas that are either hard to reach or expensive to wire, where mesh and Power-over-Ethernet would help reduce deployment costs?
- Do you need the high throughput of an 802.11n network?

Wireless broadband network requirements

Point-to-point and point-to-multipoint wireless broadband infrastructure can provide highly secure wireless connectivity in larger outdoor spaces as well as between remote facilities, effectively eliminating the need to lease multiple T1 lines—and the high repeating cost. Consider wireless broadband infrastructure if you need to:

- Connect a large campus with remote buildings
- Provide a connection in expansive outdoor areas
- Connect an entire city or state
- Provide a connection that will cross geographically challenging areas, such as mountains or bodies of water

Regulatory, agency, and procurement requirements

Most government agencies' technology choices are subject to a variety of standards and requirements. These standards can cover everything from data encryption support to where the product is designed and manufactured. It's important to be aware of these requirements, both to help narrow down your options and avoid problems late in the purchase cycle.

Step 4: Select your solutions provider

Deliverable: Creation of a list of solution requirements to support your RFP proposal.



Solution provider selection is critical to the success of your mobility solution. But what criteria are most important when evaluating solution providers?

Mobility expertise

Search for a solution provider that has demonstrated true leadership in developing and implementing wireless mobility solutions. Wireless solutions are very different from their wired counterparts. Success depends upon the level of understanding of all the issues related to a wireless solution—from the mobile devices to the wireless infrastructure to securing a combination wired and wireless network—and how to address them. In addition to customer references, research what top mobility analysts are saying about the company to gain an understanding of company and product strengths and weaknesses.

Experience in your industry

A solution provider with substantial government experience will bring best practices to the table as well as offer a better understanding of your issues and requirements—and how to work efficiently with government agencies. Ask solution providers for customer references in agencies that have deployed similar mobility applications.

Proven technology and products

In addition, you want proven technology that can meet your needs today and tomorrow. Look for:

- Products that have been successfully deployed around the world in a wide variety of industries
- Customer references who will confirm that the solution provider's products meet or exceed performance expectations
- Scalability to ensure that the solution can grow with you—without a forklift upgrade—to help protect your investment
- Advanced features and functionality, including differentiating innovations that provide distinct benefits (such as improved voice connectivity or easier management of the wireless LAN) and can help further hedge the products you choose today against obsolescence in the near future

Complete end-to-end solutions provider

There are many aspects to a mobility solution—the more solution providers involved, the more complex the solution and the more elusive accountability can be. While you will likely require elements of your solution from various solution providers, look for:

- **Single solution provider accountability.** Your mobility solution may require a multitude of products (such as mobile handheld computers, smartphones, wearable computers and wireless infrastructure), the development of applications

and third party products, such as mobile printers. Ask potential solution providers how they address issues that may arise during deployment or post-deployment. Will the solution provider take responsibility as a single point of contact for issue resolution, or will you be forced to coordinate between solution providers?

- **Breadth of product.** Companies who offer mobile devices, wireless infrastructure, management software and more are ideally suited to deliver complex mobility solutions that simply work. A standards-based line of products ensures interoperability—between different mobile devices and wireless switches as well as with your existing infrastructure. Manufacturers who standardize mobile device architectures also enable the easy porting of applications between mobile devices, minimizing deployment time and maximizing application development investments.
- **Robust partner channel.** A best-in-class partner channel offering deep expertise in your industry allows you to choose a partner that really understands your business—from the day-to-day challenges you face today to best practices in your industry. To minimize integration issues and maximize the success of your mobility solution, look for a partner channel that offers:
 - best-of-breed applications in your industry that are well-proven and certified to work with your selected mobile devices
 - complete solutions, including high quality hardware and applications, third party peripherals such as mobile printers and a full range of services—from integration and deployment to day-to-day support
- **Management and diagnostic software.** The physical deployment and the ongoing day-to-day management of a mobility solution are typically far more costly than the hardware. Solution providers who understand the many specific challenges related to managing mobile devices as well as wireless networks will offer an array of applications designed to assist with every step of your deployment—from tools that help design and secure a gap-free wireless LAN to the ability to remotely monitor and troubleshoot wireless network infrastructure as well as mobile devices.
- **Pre- and post-deployment services.** A solution provider with a broad array of services will allow you to easily fill any gaps that may exist in the expertise levels of your in-house IT staff. You may need assistance from design to deployment, including:
 - Help defining your mobility strategy—and which applications to implement first
 - Wireless network design services, which may include site surveys
 - An assessment of your existing networks to determine if they are 'mobile ready'
 - Assistance deploying your devices and/or your wireless networks

Step 4 *(cont'd)*

Once your mobility solution is deployed, you'll need support services to keep your wireless infrastructure up and running and your mobile devices in the hands of workers—despite the inevitable occasional equipment issues that require the return of equipment to the service depot. Since no company will ever know products as well as the manufacturer, minimize the opportunity for downtime with from-the-manufacturer support, with robust options such as on-site support, next-day advance exchange of equipment and coverage for just about any type of incident.

Step 5: Deploying and managing your mobility solution

Deliverable: Planning for the most efficient management of your entire mobility solution—including mobile devices as well as the wireless infrastructure.

Once your mobility plans are complete and your solution provider is selected, you need to plan for deployment and day-to-day management. Required activities and their considerations include:

Staging

Mobile devices will need to be prepared for initial use, which entails applying standard settings to devices as well as downloading appropriate applications. When staging of hundreds or thousands of devices requires hands-on in your IT department, the result can be a very time-consuming and costly endeavor that is also error-prone, potentially resulting in non-operational devices that frustrate end users. Dramatically reduce the cost of this effort with a staging solution that allows IT to remotely stage devices in the field from a central location—and requires little or no end-user involvement.

In addition to your mobile devices, you may also need to deploy new wireless infrastructure or update existing wireless networks. Centralized management tools that allow you to automatically discover and configure network equipment can simplify and enable the rapid and cost-effective deployment of wireless infrastructure.

Provisioning

Once devices are initially staged and in use, regular updates will be required—from firmware patches to a new version of an existing application as well as new applications. If users are required to bring or send devices to IT for updating, the costs of the update are high—including IT time to manually

upgrade the devices as well as the downtime while the employee is without the device. Remote provisioning solutions allow you to update devices out in the field by sending updates over the air, including the ability to specify when updates should take place to eliminate any potential disruption during the workday.

Monitoring and troubleshooting

The ongoing day-to-day management of your mobile devices and wireless infrastructure can easily become the most significant cost in your mobility solution. You can prevent these costs from spiraling and eroding the very benefits of mobility by deploying a management solution that allows centralized and remote management of your entire mobility solution. IT will have the tools at their disposal to keep users and the network up and running, without ever leaving their desk—including the ability to monitor many mobile device metrics as well as network performance, and the ability to take control of mobile devices to troubleshoot issues as well as wipe or lock missing or lost devices. The resulting reduction in management time will reduce the load on your IT staff, freeing this high-dollar resource to focus on the deployment of another strategic mobility initiative.

Summary

Regardless of how small or large your agency might be, this straightforward five-step approach will help you create the shortest path to success by guiding you through the creation of a focused mobility strategy, new operating processes, equipment specifications, solution provider criteria and day-to-day management solutions. In addition, you will be able to enrich your data banks and improve your day-to-day processes by leveraging the very latest in mobile device features—from integrated GPS to geostamped images. The result is a mobility solution that is designed from the start to address your most crucial agency needs, positioned to provide your agency with maximum strategic value—and benefits. For more information on how to best leverage the power of mobility in your agency, please visit us on the web at www.motorola.com/mobilecomputers or call 1-800-367-2346.



ABOUT MOTOROLA MOBILITY SOLUTIONS

With a decades-long legacy of leadership in providing advanced communications and computing technology to government customers, Motorola is the logical partner for government organizations looking to enable their organization with mobility solutions. With a portfolio that includes rugged handheld and vehicle-mounted workstations, private and public data network expertise, and world-class software partners, it's no wonder government and public safety agencies turn to Motorola.

Mobile computers from Motorola offer support for image capture, bar-code scanning, mag-stripe reading, signature capture, and fingerprint identification. Data connectivity options include secure connections over public wireless broadband, private data networks, as well as WiFi and Bluetooth®.

*For more information, contact your Motorola representative,
or see motorola.com/mobilecomputers.*



motorola.com/mobilecomputers



MOTOROLA

Motorola, Inc.
1301 E. Algonquin Road
Schaumburg, Illinois 60196 U.S.A.
www.motorola.com/mobilecomputers
1-800-367-2346

The information presented herein is to the best of our knowledge true and accurate. No warranty or guarantee expressed or implied is made regarding the capacity, performance or suitability of any product.

MOTOROLA and the Stylized M Logo are registered in the US Patent & Trademark Office. All other product or service names are the property of their respective owners. © Motorola, Inc. 2009 (0906)

RO-14-2009