



Managers are tasked with finding between **10-30% cost savings each year.**

Mobile Systems Intelligence (MSI)

Measures, diagnoses and improves to deliver an ROI in months.

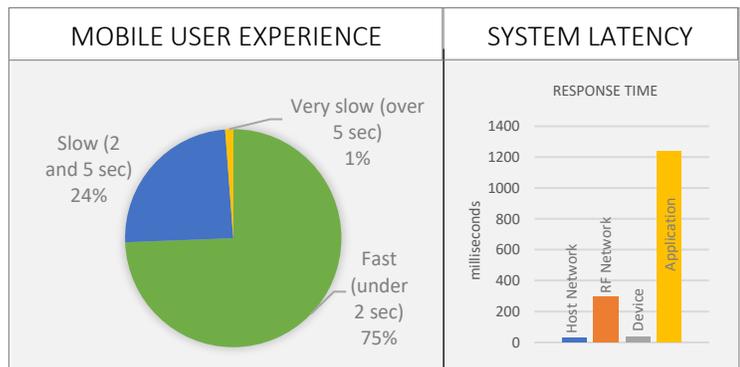


Capture 20% savings in direct labor and IT support.

What would it mean for your business to have visibility into the impacts of the mobile infrastructure on mobile associate productivity in a way that leads to improvements? MSI supported enterprises follow the steps below to unlock savings in IT and Operations.

Step 1. Uncover Opportunities

- Measure: MSI determines how often mobile associates are delayed and interrupted, e.g. 25% of mobile screen updates are slower than 2 seconds.
- Diagnose: MSI ties user experience impacts to the root cause automatically in minutes, e.g. delays are caused by time lost on the application server.



90% of mobile users say mobile issues slow them down while only **33%** of IT managers recognize mobile issues impact productivity.

Step 2. Automate, Prioritize & Improve

- Automate: MSI automates the process of capturing mobile-user issues in real-time and isolates root causes in minutes.
- Prioritize and Correct: Each issue is analyzed by impact criteria, so time and resources are allocated where needed most.
- Improve: After corrective actions are taken based on accurate root cause analysis, MSI's always-on remote analysis validates resolution, e.g. all users now experience the industry standard of performance.

\$2.8M saved in labor and IT costs per 1000 mobile users when the mobile system is tuned to eliminate delays and disconnects.

Step 3. Deliver More With Less

- Monitor: MSI metrics track meaningful data that relate mobile user performance to mobile infrastructure performance.
- IT Savings: Stop spending on solutions that do not move the needle; and do more with fewer IT resources.
- Operational Savings: Fast, uninterrupted mobile users result in greater operational throughput at a lower cost.