



Connect Inc's FindFix is a service for IT and Operations professionals responsible for monitoring and eliminating what is commonly referred to as 'latency' and 'disconnects' between host applications and wireless devices.

FindFix utilizes a software tool and troubleshooting process to determine if applications, networks, devices, or even mobile users are the source of mobile downtime and what can be done about it.

How It Works

- CONNECT works with an IT professional from your company to download a *virtual appliance* on the wired side of your network. Set up typically takes less than 1 hour.
- The problem is replicated while a passive profile of mobile transactions is collected and collated for analysis.
- Transactional analytics pinpoint the sources of the mobile performance issues.
- CONNECT provides corrective action recommendations and a report of findings.

How to Begin

Step One: Customer Team Lead completes a brief [System Profiling Questionnaire](#).

Step Two: Discovery conference call with IT and Operations Leads

Step Three: Remote diagnostic session followed by a report and recommendations for resolution

Fees

FindFix may be purchased as needed for one-time problem resolution or utilized on a continuous basis with software licenses for *Mobile Systems Intelligence*. Fees are determined based on scope of work.

Resources and Contact

Online: www.mobilesystemsintelligence.com

USE CASE SUMMARY

Customer

Beverage bottling plant, Central Florida

Problem

Users complained of slow mobile response times resulting in each mobile transaction to take over 12 seconds.

Root Cause Identified

CONNECT's diagnostics isolated the millisecond timing of each mobile system component for each individual transaction. The analysis uncovered when, where and why the latency was occurring and which specific data content was problematic.

The application and network were exonerated as causes. The specific source of latency was found to be limitations of the OS version on the device.

Time to Problem Resolution

- 36 hours

Value

- Productivity restored
- Avoided costly expenditures on:
 - Application re-writes
 - Network changes
 - Bandwidth increases
 - Consultants
 - Purchase of solutions that do not address the root problem