

- Improved efficiency
- Reduced cost
- Enhanced customer service

**Add Items** ?

Code: It9  
 Category: Food  
 Del.Period: 15 days  
 Qty in stock: 30  
 Desc: Coca Cola  
 Type: For Sale  
 Qty: 1  
 Unit: Nos.

**Item List** ?

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Orders **Items** All

ItemDesc..	Price	Unit
chairs	\$ 5.00	Nos.
Coca Cola	\$ 1.00	Nos.
Computer	\$ 7.00	Nos.
Dinner	\$ 3.00	Nos.
Juice	\$ 1.50	Ltrs.
Lunch	\$ 4.00	Nos.

LookUp: |

**New Order** ?

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Order **Items**

It#	Desc	Qty	Price	Amt
It9	Coca C..	1	\$ 1.00	1.00
It4	Table	3	\$ 1.50	4.50

Total 5.50

Field sales staff collecting new orders on handheld device

## OBJECTIVE

This general contractor for event management used to accept the orders from the field sales staff by telephone, fax or by e-mail. The attendant would manually enter the orders in the financial accounting and inventory system. The confirmation of the order, inventory status, delivery status was communicated to the sales staffs either by fax or over telephone. A desktop module was used for entering the orders manually into a database.

This process was time consuming, error prone and redundant. Also customers were unaware of the delivery status. To make matters worse, field sales staff was unable to reply to customer queries in absence of real time information about the orders, inventory etc.

## SOLUTIONS

As shown in the diagram the solution extends present desk top order entry system to multitude of mobile devices.

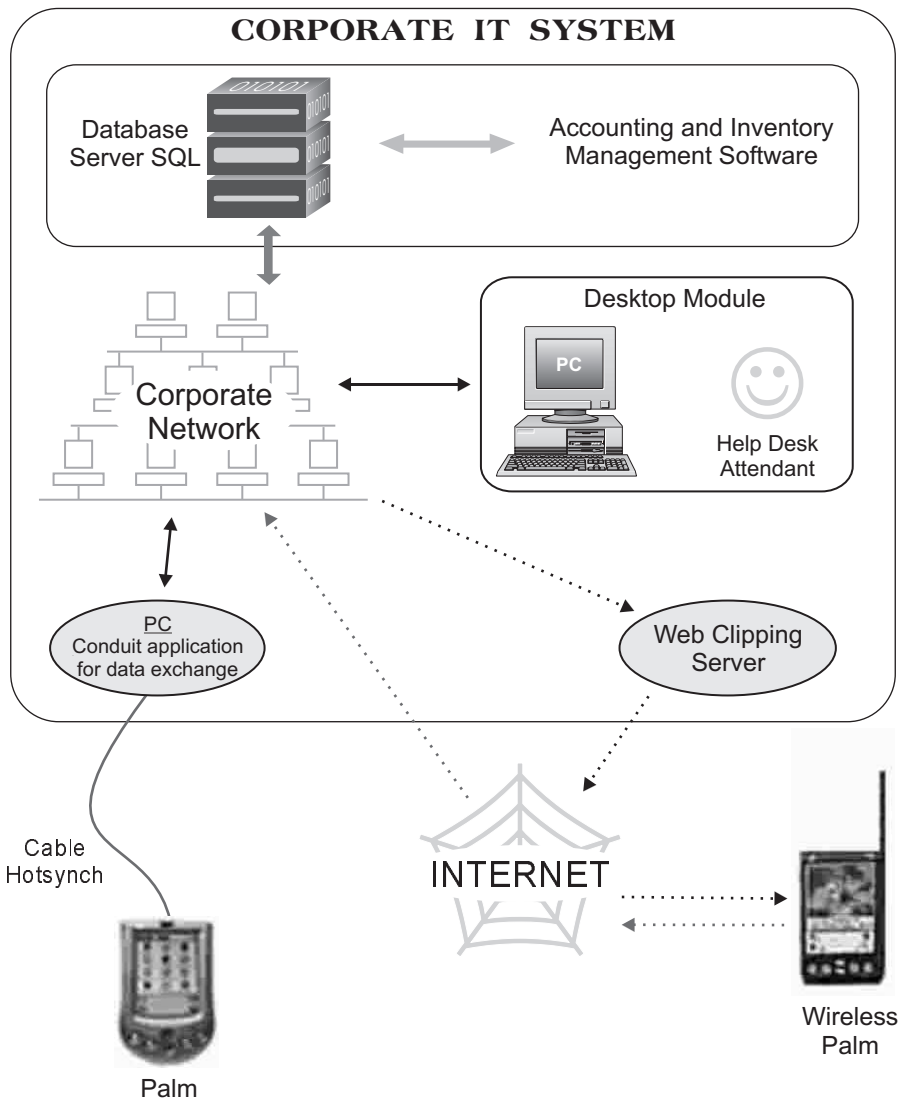
### ◆ Connected Module :

For use with the Wireless Handheld devices such as Palm VII, Palm with Mobile Internet kit and Palm with wireless modem.

### ◆ Sync n' Go Module :

For use with disconnected handheld device for cable/IR beam/ Ethernet Cradle Hotsynch.

In all the modules the users can access existing order database, add new orders, check order status and report mismatches without the involvement of help desk assistants. The updated / real-time data is available to all participants in the system including field sales staff, distribution staff, management, help desk assistants.



The technologies used to build this application were C, C++ , Web clipping, VB, ASP

**COMPARISON OF MOBILE COMPUTING PLATFORMS**

	<b>Connected Module</b>	<b>Sync n' Go Module</b>
<b>Real time updating of data</b>	<b>Yes</b>	<b>No</b>
<b>Air time charges</b>	<b>Yes</b>	<b>No</b>
<b>Dependency on wireless network</b>	<b>Yes</b>	<b>No</b>
<b>Processing speed</b>	<b>Slow</b>	<b>Fast</b>
<b>Backup requirement</b>	<b>No</b>	<b>Yes</b>
<b>Limitation on user interface</b>	<b>No</b>	<b>No</b>

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