



## Mobile Computing Solutions and Services for iPhone

With the launch of business iPhones 2.0.1 by Apple, ZSL has extended its revolutionary and scalable IT mobility solutions and services for iPhones facilitating iPhone favourites enjoy the benefits of integrating enterprise business applications into mobile, as it is the fact that mobile has become an inseparable device from one's routine life. ZSL's mobile computing solutions for iPhone help the enterprises get into a strategic business approach by synchronizing the activities of workforce and bringing them an instant access to information on fly. Our mobility solutions and services for iPhone leverage the business activities of the enterprises by integrating the business applications and providing the users remote access to the data, manage a sales cycle, task allotment and activity tracking. Our mobility solutions aim at sustaining the enterprise requirements of sizing their applications down to the small and easily portable iPhone device at reasonable cost.

ZSL provides mobile computing solutions and services for varied verticals like banking, insurance, manufacturing, retail, pharma, telecom, etc and our ERP solutions include mobile CRM, GP and SOP (Sales Order Processing). Our expertise on MAC OS and MAC development tool kits like MAC SDK helps us in providing secured mobile solutions for iPhones with advanced features like integrating Google maps, navigator systems, location identification and tracers, SMS alerts, Outlook synchronization and CRM synchronization customized to the enterprise business environment. Our mobile computing solutions for iPhone are real-time revenue generating solutions for enterprises leveraged by use of advanced and high-end technologies at low cost investment provided through Offshore Global Delivery Centres.

### Our Mobile Computing Solutions for iPhone

#### Workforce Automation Suite

ZSL's Workforce Automation Suite enables the enterprises' workforce to synchronize the data from the server through the iPhones. This solution automates the work force management activities and gives remote access to monitor and instantly trace out the activity status of each field force personnel/engineers. It has features to automate activities of allocating tasks through creating tickets, intimating task allocation to the respective field force personnel over the iPhone via internet as SMS alerts, directing the field force to the required location, tracing the location of the field force personnel, synchronizing the mobile data—regarding status



update of the allotted tasks—to the server, thus keeping the entire activity intact, connected and instantly updated.

## Benefits

- Faster attention to a customer call
- Providing customer a good and positive experience of your service
- Dramatically increase the number of call service attended per business day
- Tracing the activity status and location of remotely moving field force engineer
- Takes enterprises to next level of business communication and interaction between its employees
- In-built route guider helping the field force engineer to locate the customer location
- In-built scheduler to schedule alerts such as SMS, MMS alerts to intimate about the newly assigned task to the remotely located field force personnel
- Cost effective multi dimensional solution serving multi purposes using brand new technologies
- High threshold level handling more data volume and traffic
- Less maintenance cost
- Highly secured and scalable solution

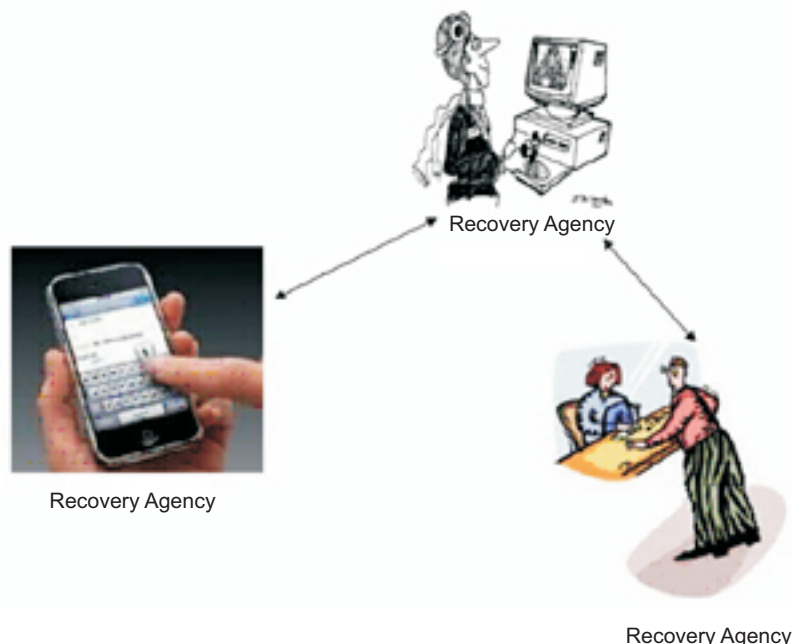
## iVARS (insurance Vehicle Accident Recovery

ZSL's iVARS mobile computing solution for iPhone is a real-time claims management solution that provides a platform for online interaction between insurer, recovery agency and remotely located recovery agent. The business chain that runs between the insurer, recovery agency and recovery agent on occurrence of an accident is automated and managed through a remotely located application server and a client installed in the mobile device. ZSL's iVARS solution enables the remotely located recovery agent to

- get instant alerts on the tasks allotted by the recovery agency

- access any insurance related data, customer data, etc from an application server
- update the status of an activity in the application server through the client installed in the mobile device via Internet
- shot snaps of the incident vehicle, incident spot, wreckages and upload it to the server
- record alternate vehicle details, workshop details, towing vehicle details etc and update the details in the server
- get directions and guide from the in-built navigation systems to the incident location, workshop location, etc

Its in-built tracer system enables the recovery agency to trace and identify the location of the remote recovery agent even on move. Thus our mobility solution is a true business promoting solution for insurance companies and recovery agencies in handling recovery operations by integrating the business activities of insurance companies, recovery agencies and recovery agents.



Interconnected Recovery Agent, Recovery Agency and Insurance Company

## Benefits

- Enhanced customer service by quick attention to the customer call
- Cost effective solution serving multiple purposes like direction guidance, location identification and tracing through its in-built value added features
- Reduced business cycle time
- Improved productivity and business performance
- Time to market
- Faster implementation
- Reduced paper use thereby aligned with 'Go green'
- Real time mobile solution at low cost investment
- High level of security and scalability



## Mobile CRM

ZSL provides mobile CRM solution for enterprises in accessing a remote CRM application that helps the business managers to remotely handle the automated sales and customer management activities through their handheld iPhones. Our mobile CRM solutions for iPhone provides the business managers—on fly or anywhere at customer location—access to the application for

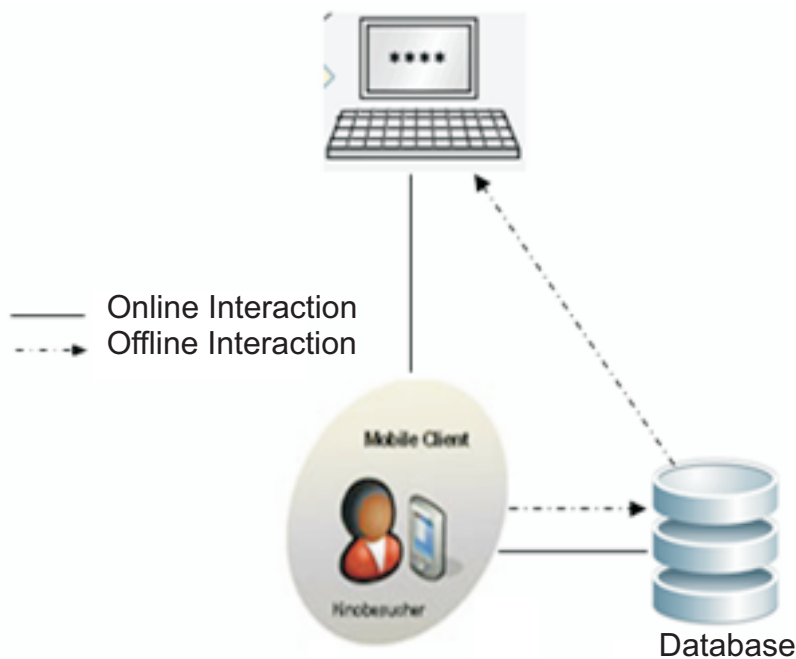
customer's/entities' data, generate quote/sales order and update the data in the application synchronized to the server through their mobile device over the internet. Our mobile CRM solutions for iPhone have advanced features of synchronizing the customer data in the CRM applications to the Outlook contacts and in generating multi-dimensional sales related reports.

## Benefits

- Timely data update on hot leads
- Access to customer data
- Receiving customer contact info to Outlook contacts of business manager's own mobile device from the remotely located CRM server
- Manage and perform tasks while on move and when located remotely
- Task tracker displaying the status and progress of one's own task to team
- Instantly resolve a business problem by constant access to the required data
- Raised business standards
- Increased productivity performance
- Minimal configuration procedures
- Faster implementation
- Excellent data management system
- Less configuration and maintenance cost
- High security through effective user authentication methods

## Remote SOP (Sales Order Processing)

ZSL's Remote SOP solutions for enterprises are real-time boon for sales personnel at customer location, which helps them in instantly generating a sales order via mobile application. This solution provides remotely located sales personnel to access the server for any data requisite and enables them to create sales order at customer desk and update them to the remotely connected server application. We provide Remote SOP solutions for iPhones using GP, Navision, Accepta and Sage.



- Custom Mobile Application Development
- Mobile ERP and CRM Consulting
- Configuration, Synchronization and Integration with their enterprise applications
- Post Implementation Support and Maintenance

## Benefits

- Optimized solution to a business problem
- Solution by expertise certified personnel
- Solution is based on the deep analysis performed on the enterprise requirements and environment
- Cost effective solution and service through Offshore Delivery Centers
- 24\*7 customer support

## Business Benefits

- Enhanced customer service by quick attention to the customer call
- Timely, instant and remote access to the required data
- Less paper work, thereby aligned with the world campaign 'Go Green'
- Instant sales close at customer's desk
- Efficient data interaction, both online and offline, between the remotely mobile client and server
- Cost effective solution
- Minimal configuration procedures
- Easy and faster implementation
- Less maintenance and configuration cost
- High level of security, scalability and reliability

## Mobile Computing Services

Our expertise professionals at ZSL deeply analyse the enterprise requirement and their business environment and provide an optimized services that helps them to boost their revenues. ZSL's mobile computing services for enterprises includes