

## BUSINESS CHALLENGE

A Fortune 500 company needed an integrated e-business solution to manage used equipment inventory while sales personnel are in the field with the customer

## BUSINESS OBSTACLES

- Field sales force did not have access to most up-to-date equipment inventory
- Field personnel needed to generate sales quotes quickly

## GOAL

- Provide access to up-to-date new and used equipment inventory information to Client's sales force when they are out in field
- Provide detailed information about equipment specifications and condition including actual equipment pictures
- Provide ability to create sales quotes in field
- Provide multiple form factors – PDA based solution for disconnected field operation, smart client version for laptop for richer interaction while still allowing disconnected operation
- Synchronize inventory and sales quotes with ERS web infrastructure so same information is available through online web application

## PROCESS

- Ensure a common architecture for both mobile and desktop solutions with all back-end infrastructure in Java
- Build UI within the MS Compact Framework and the regular .NET 2.0 framework
- Increase systems agility by re-architecting the applications suite

## SOLUTION

- Use of mobile devices such as a PDA
- Quote generation abilities with interfaces to Pocket Outlook™ avoiding the need to capture customer contact information
- Inventory explorer with powerful search functionality with Thumbnails
- Sales help information
- Synchronize inventory with Dealer Business Systems
- Optimal synchronization algorithms
- Interoperability achieved via the use of XML over HTTPS based services
- Personalization achieved via configurable options
- Aquent was selected to provide an application integration service for the solution

## RESULTS

- In the initial outsource with client, delivered 15%-20% savings from day one and for the life of the agreement. Aquent has further driven out efficiencies in support and maintenance to create additional savings of more than 20%
- Increased productivity and continuous improvement was achieved
- Aquent has never missed its service level for time and cost delivery
- Consistently rates by Client as being "easy to do business with," specifically noting strong working relationships, service and commercial perspectives