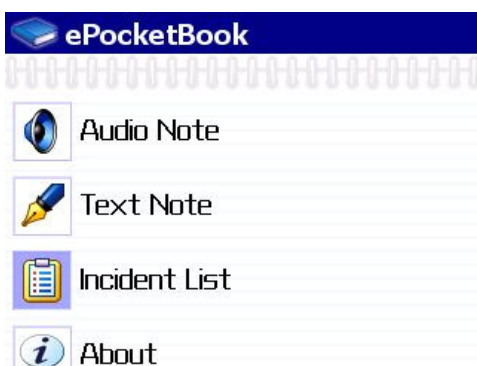


ePocketBook for BlackBerry™

Exploiting Mobile Access*

Interchange ePocketBook is a multimedia notebook, right on your BlackBerry™ smartphone, right in your hand. Now you can take notes; store photos; record sound; and GPS track your precise position with just a few clicks.

With ePocketBook you can supplement any field work order with multimedia recordings and location information, and have these synchronized back to the office, over the air, immediately!



BlackBerry application integration means that you can capture multimedia information about events even if you don't have a back-office work order system to integrate with.

Simply create an appointment and store your multimedia recordings your staff can then retrieve the multimedia files captured, back in the office.

Incident Management

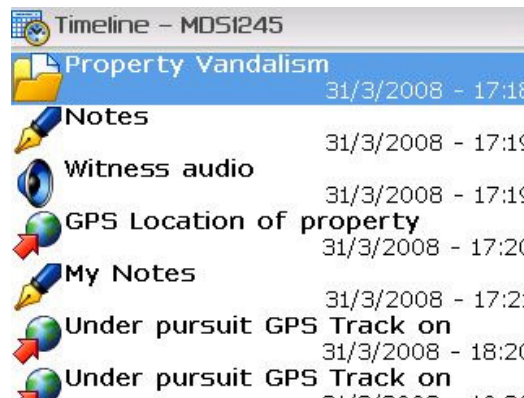
At the heart of the system is the ePocketBook Incident Management system. Here you can pick up incidents or work-orders assigned to you** or create new ones immediately. Now you can really get to work, taking photos with your camera-equipped BlackBerry for storage against the Incident, and recording audio samples (or dictations) for later use.

All entries, including text notes, are date and time stamped and held on a timeline for later review on the handheld, plus instantly synchronized back to the ePocketBook server behind your firewall.

No back-end incident management system already? That's no problem! The ePocketBook server allows office-based staff to list incidents, and access the associated photos and recordings, via a standard web browser.

No dispatch system either? Don't worry, incidents can be dispatched as normal calendar entries and imported into the Incident Management system on the device.

GPS Tracking Option



ePocketBook can also manage information about your location for later retrieval and mapping, so you can confirm where you were when you took those notes, recordings or pictures.

ePocketBook Applications

Typical application areas include:

- Field service engineers (photos before and after repair)
- Law enforcement (date and time stamped witness notes, evidence and GPS validation)
- Over the air mobile medical diagnosis assistance
- Property sales and estate agents (brochure photo capture)
- Legal professionals (audio minutes/dictation plus photographic documentation)
- Field diagnosis (symptom photography and audio capture)
- Field asset tracking (GPS asset locations and context photos)

In fact the possibilities are endless and the data you can now collect invaluable.

* Feature availability will of course depend upon the device and whether your system supports individual features

** Requires integration with your work-order system.



For more information:

To find out more about this or other Interchange Group mobile applications, or mobile worker / field force automation in general, simply contact our mobile working specialists on 0333 555 5716 or email info@interchangegroup.com

Interchange Group Services and Product Portfolio



Remote and Mobile Worker Solutions

- Converged Voice and Mobile Data solutions:
 - Sales / Field Worker Mobility
 - Mobilisation of Existing Applications
 - Systems Integration
- Solution Evaluation & Selection
 - Standard Applications
 - Mobile / Wireless Device Selection including portable Bluetooth scanners and printers
 - Digital Pen & Handwriting Recognition Solutions
- Installation, Implementation and Configuration
- Device and Infrastructure Selection and Supply

Mobile Data Applications

- Business Continuity
- Employee Communications
- Electronic Notebook
- Personnel Alarm
- Police & Uniformed Services
- Email2Calendar
- Mobile Timesheet Recording
- Field Engineering
- Mobile Worker
- Custom Application Design & Development

BlackBerry™ Services

- Sourcing, testing, installation, and support of 3rd party applications and products e.g.:
 - Flowfinity Mobile Data Collection
 - BoxTone User Administration
 - GroupWise for Blackberry Integration
 - Rove Remote System Administration
 - Mobile email and PIM
- Bes Installation and Configuration
- High Availability Solutions and Services
- Mobile Applications development for BlackBerry, Android and Windows Mobile

Infrastructure Solutions

- IP and Telecoms Network Infrastructure Design and Commissioning (VoIP)
- Voice Network Installation and Configuration
- Virtual Private Network (VPN) installation
- Firewall implementation
- Business Systems Remote Access
- Connectivity Advice
- Hardware Selection / Provisioning
- Wireless Networking (WiFi)
- Installation and Configuration

Corporate Solutions

- Hosted & Enterprise Customer Service and CRM
- Helpdesk
- Corporate Information, Content Management, and Collaboration
- Staff and Customer Self Service Portals
- High Availability Solutions
- Implementation Consultancy

Technical Consultancy

- IP and Telecoms Network Infrastructure
- Requirements Analysis and Needs Audits
- Hardware selection / provisioning
- Data and Network Security
- Ongoing Support
- System Implementation
- User Training

Business Consulting

- Strategy Consulting
- Business Process Improvement
- Needs, Requirements and Benefits Analysis
- Benefits Driven Change Management
- Project Management

Network Infrastructure

- Network Strategy and Design
- Network monitoring & optimisation
- Cabling and Installation
- Network performance optimisation

Security

- Data, VoIP and Network Security
- SSL Implementation
- VPN Security Installation, Configuration and Management
- Firewall Implementation

Managed Services and Outsourcing

- Outsourced Helpdesk / Call Centres
- Hardware and Applications Hosting
- Website / Portal Hosting
- Third Party Software Support
- Hardware Repair & Warranty Services
- End-to-End Warranty Management
- On-site Technical Support
- IT Administration
- Contingency Planning and Recovery
- Asset Recovery and WEEE Compliance
- Remote or on-site system management and support
- Repair of mobile phones and PDAs.
- Field Engineering and Technical Services
- IT and BES Administration
- Contingency Planning and Recovery
- High Availability BES implementation



Alliance Elite Member



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