2O2O Insight

Mobility

Mobile devices are an integral part of our daily lives, and accessing data remotely is more common today than ever before. Mobility fuels innovation and strengthens the enterprise manufacturing space. Following the Industrial Internet of Things (IoT) concept of connected devices, our 2020 Insight solution provides an integrated approach to your data and services.

Our 2020 Insight Mobility applications are driven by functionality within the 2020 Insight modules and extend true situational awareness beyond your factory to provide instant data access and real-time alerts to your users and increase positive outcomes for your customers. The apps enable instant assessments of issues while in the field, allowing planners and management to act rather than react. Improve outcomes, worker productivity, communication and customer satisfaction by selecting one or more apps that fit your specific business needs.

Benefits
Empower employee productivity by enhancing collaboration with departments — resulting in improved processes
Apply real-time analytics to uncover business, optimization and customer experience opportunities
Instantly access critical data to aid in quick decision making and skillful resource management
Improve customer relationships and satisfaction levels with real-time flow of information
Reduce customer service cycle time
Improve both customer and employee response times by extending 2020 Insight beyond the plant
Leverage 2020's powerful end-to-end solution with the availability of your information — anytime and anywhere

Extend 2020 Insight beyond your factory

The 2020 Insight Mobility apps are tied directly to 2020 Insight at your plant—using functionality and accessing data built in to the corresponding 2020 Insight module. Application access is enabled with a 'named user' implementation via an annual subscription model, either individually or bundled for a group of users.

Field Service App

Your field service team is often your primary customer interface. Our Field Service app provides the tools they need to act efficiently and deliver a superior level of service excellence for every customer—from anywhere.

- View service documents and drawings
- Initiate replacement orders in real time
- Scan and confirm deliveries
- Acknowledge and confirm installation activities
- Upload photos and/or documents to a customer account or sales order from the field
- Access master installation scheduling calendar tool

Field Sales App

Your sales force requires real-time data visibility to maximize every sales opportunity and customer touch point. Arming them with the features in our Field Sales app increases their selling efficiency.

- Access customer contact data and drill-down ability
- Use GPS maping
- View orders by customer, individual sales representative or from a sales management view
- Access customer history, current activity and status
- Add notes to accounts in real time
- Send emails directly from your mobile device

Business Intelligence App

With the Business Intelligence app, you can quickly access and retrieve information you have chosen to monitor in your 2020 Insight environment. Some of these key performance indicators could include the following.

- Bookings by day, week, month, year
- Shipments by day, week, month, year
- Sales data by channel and/or distributor
- Sales against targets via company, region or product family

Requirements for implementation

- 2020 Insight Version 11 or higher
- SQL 2017
- Web service hosting (on premise)
- Internet access with web server (open to internet)
- Mobile devices (Android or iOS)

Ordering Information	
IS.CAL.IWH	Web Services client access license
IS.SAL.MSV	Field Service subscription license
IS.SAL.MSL	Field Sales subscription license
IS.SAL.MBI	Business Intelligence subscription license

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