

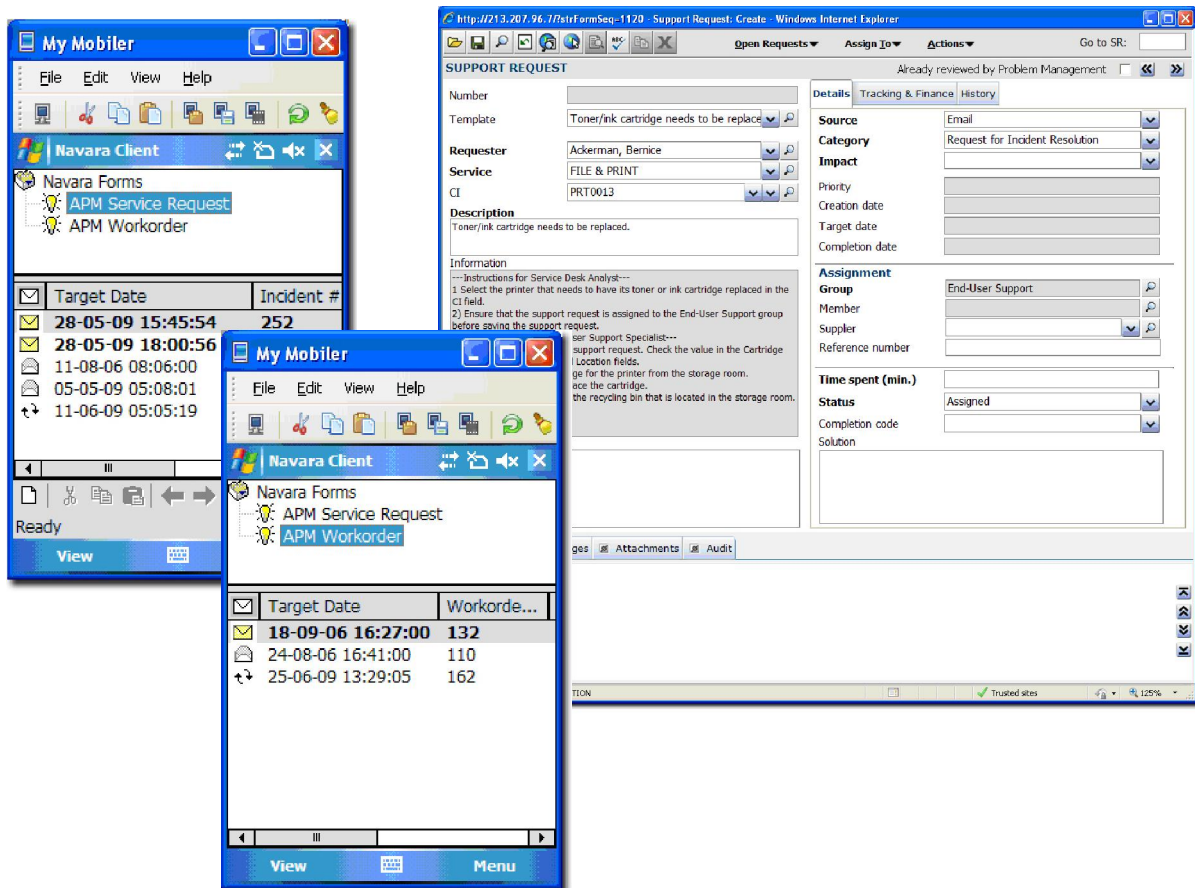
# Mobile BMC Service Desk Express/APM

Navara Mobility Suite has recently created mobile extension for BMC Service Desk Express/APM. Support Request module, mobile work order and asset management solution are now available for the mobile employees from anywhere in the fields!










Navara has developed three applications on Service Desk Express/APM:

- APM Work Order
- APM Service Request
- APM Asset Management

The applications will work standard on the SDE/APM installation (no extra development needed).



## Navara Factsheet

- o Off-line application. During the synchronization based communication, all data is synchronized with the back-office system. Any TCP/IP network (GPRS, UMTS, HSDPA, WiFi, BlueTooth ) can be used for synchronization. After synchronization, the software works without network coverage. 
- o Changes in the application fields or forms are sent out OTA (Over The Air) to the devices. If a form is changed or added, the mobile user will receive the newest version of the forms automatically during synchronization. 
- o Many adapters to backoffices. Navara supports all important industry standards ( xml, webservices, soap, odbc, file, http, Remedy) and can therefore connect to any back-office. The back-office adapters include wizards to generate the Navara form with all required fields. 
- o Connections to external applications. For example navigation and barcode-scanning. Navara interacts with external programs by making use of Active-X controls and Jscript. 
- o Easy User Interface. The design center has a drag- and drop interface that allows a very fast and easy way to modify the mobile application. By making use of Jscript, workflows and business rules can be implemented. 
- o Application is very flexible and easy to manage. In the Administration center the users are divided in Groups and in Divisions. A new call can be sent to a single user, a few user, a Group of users or a complete Division. Also a call can be withdrawn from one or more users. 
- o Navara Server supports Oracle and SQLserver for its internal database. SQL server 2000 with SP3a or later or SQL server 2005 with SP2 or later. Oracle 9i, 10g. 
- o Navara server requirements: MS Windows Server 2000 with SP 4 or later, MS Windows Server 2003 with SP1 or later. For Demo purposes Navara server runs on Windows XP. 
- o The client software runs on a wide variety of clients:
  - Navara X86 Client (Windows NT, Win 2000 and XP)
  - Navara Pocket PC/Windows Mobile Client<sup>1</sup>
  - Navara Windows CE
  - Navara BlackBerry client

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<sup>1</sup> 1. Pocket PC, PPC 2002, PPC 2003, Windows Mobile 5, Windows Mobile 6