



*The IBM TouchMobile System is a rugged, touch-screen computer combining a bar-code scanner with on-screen signature and data capture. TouchMobile Solutions provide mobile workers with a flexible, picture driven tool that helps them to work more effectively while improving the use of assets and customer service.*

*IBM Solutions*

# TouchMobile Solution for data capture and communication

**IBM**



# Put the power of a computer into the hands of your mobile workers.

In today's business environment, your ability to control information and to deploy resources effectively is key to survival and success.

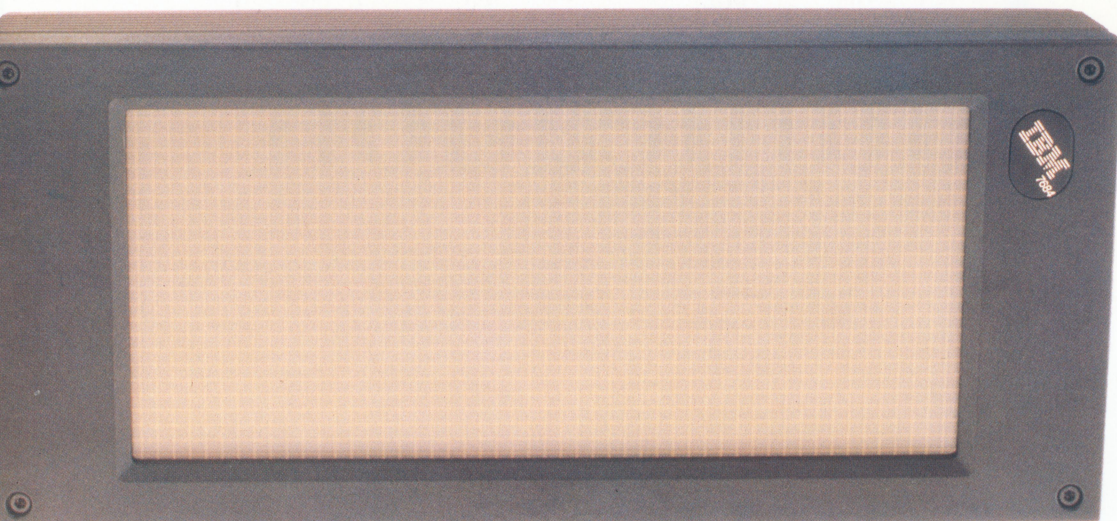
Now, you can equip your mobile workforce with a robust new hand-held computer from IBM which extends automation to the front lines of your operations, where workers gather and use information critical to the management of your business.

The IBM TouchMobile\* System replaces pen and paper procedures and telephone calls with computer-based data collection and optional wireless two-way communication of data and messages allowing you to access information immediately. This gives you new power and flexibility for advance planning, quicker response to customers and more effective use of your resources. In this way, you can reduce operating costs, increase data integrity, provide

higher levels of customer service, speed cash flow and make better business decisions.

The IBM TouchMobile System is built around a rugged, touch-screen computer that combines bar-code scanning and electronic signature capture with powerful processing and memory capabilities. TouchMobile solutions allow you to integrate automatic data capture and communication with your operations and business systems - helping to ensure the integrity of information used throughout your organisation.

The IBM TouchMobile System is the cornerstone of end-to-end solutions that can include industry-specific applications from IBM Business Partners, IBM expertise in planning and systems integration, and worldwide IBM service and support.



*The 25-line x 80-column touch-screen display lets you combine text, graphics and one-touch function "buttons" for exceptional ease of use.*



*Reduce costs and increase the efficiency of your operations.*

**B**y its very nature, the process of working with paper limits productivity and efficiency. Yet much of today's mobile workforce is equipped with little more than a clipboard, a route sheet or perhaps a bleeper or voice radio.

The TouchMobile System puts a powerful, flexible and lightweight computer in the hands of your mobile workers. Now, they can capture data quickly and more accurately, and send and receive information from a vehicle. At any time with such a capability, you can realise significant benefits across your company.

*Enhance the value and accuracy of information.* The information collected by mobile workers – arrival and departure times, customer signatures, shipment weights and destinations, daily logs, work order status and completion times, overages and variances, for example – can be entered once and distributed where it's needed. From there it can be readily processed, without the need for, or the cost of, re-keying.

*Keep mobile workers on the road.* With appropriate radio network equipment and the TouchMobile System's two-way wireless data communication and messaging capability, your mobile workers will not have to look for telephones to keep in touch with dispatchers. Touch-screen "forms" that can look like your current paperwork, intuitive graphics and one-touch execution of functions, without typing, help workers on the move to work quickly and efficiently with minimal training – a critical factor to most businesses.



*Accelerate advance planning.* Using the TouchMobile Solution in the transportation industry, for example, drivers who do pickups can transmit data "en route". You then know exactly what is coming back to the loading dock, when it will arrive, and where it needs to go. With this advance information, you can make accurate routing and scheduling decisions, plan workloads better and call in extra help only when you need it.

*Manage resources more effectively.* With computer-aided routing and scheduling, you can determine the most efficient use of people and resources and then download daily work schedules, routes, delivery information and job-specific instructions for each worker. The result is that more deliveries and service calls are completed with better use of assets, and lower variable costs such as fuel – a major boost to the bottom line.



***Find new ways of doing business better.***

***Reduce the receivables cycle and speed cash flow.*** Transferring data directly to your business systems, without re-keying, can speed turnaround on billing while reducing errors. IBM's TouchMobile signature-capture capability allows you to integrate time-stamped electronic signature images and invoices to document service delivery quickly and easily, and speed payment approvals.

***Keep inventory levels to a minimum.*** Data capture on the loading dock and in the warehouse or vehicle can help you reduce necessary safety levels of inventory. Scanning bar-codes to identify products or components at each stage of the supply-chain ensures that your planning, inventory management and financial systems have up-to-the-minute stock information.

***Plan accurately and make better business decisions with realtime information.*** You can project a realistic course when you use current information for forecasting, scheduling, planning and analysis. And with timely, accurate information flowing from the front-line to operations management, you can optimise pricing and manage your business more effectively.

***Achieve world-class customer service.***

***Be ready to answer when customers call.*** Depending on your requirements, mobile workers can transmit information on work completed either job-by-job or at regularly scheduled intervals. So when a customer asks, "Where is my package?" or "When will your technician arrive?", your customer service representatives can answer with timely and accurate information.

Road and Air Freight  
Strategy:

***Provide end-to-end tracking of freight for better customer service, and maximize competitive opportunities.***

TouchMobile Solution:  
With an IBM

***TouchMobile Terminal, drivers can scan bar codes on delivery notes or packages, capture customer signatures electronically, record arrival and departure***

***information, enter package count, weights and destination post codes for each stop, record collections and any discrepancies, and send this information back, throughout the day. Your Customer Service Group will then know the status of any shipment, despatchers can add last-minute stops, and terminal operators can do advance planning of outbound loads and manpower resources.***

***Respond quickly to customer requests.***

Whether it's an unscheduled pickup, a customer cancellation or an emergency service request, your despatchers can select and inform the right person for the job. That's because TouchMobile's communication capabilities allow your base to keep in touch with the whereabouts and availability of mobile workers and equipment, throughout the day.



**Provide accurate, on-time service.** By completing the information loop between steps in the logistics chain – scheduling and routing, pickup and delivery, data collection and billing, for example, or picking, packing, shipping and invoicing – you can reduce errors and provide more timely service to your customers.

**Advanced applications...  
powerful technology.**

Enter a new era in automated data collection. The IBM TouchMobile System offers a complete solution for collecting data, developing mobile applications and integrating information and communication with your existing systems. System components include the hand-held IBM 7684 TouchMobile Portable Data Collection Terminal, which may be used in conjunction with the IBM 7686 Vehicle Docking Station; the IBM 7685 TouchMobile Stationary Docking Station; and supporting software. Together, they provide significant advantages, including:

**Touch-screen interface** for superior user-friendly operation, incorporating intuitive graphic screen presentations, icons, and one-touch function “buttons” rather than keyboard or computer commands.

**Advanced function** to automate data capture at the source for greater accuracy, including electronic signature capture and an integrated laser bar-code scanner.

**Rugged construction** to survive shock, vibration and exposure to moisture and chemicals, and a power-management system that keeps the unit working for an 8- to 12-hour period, without recharging.

**Power and flexibility** for implementing responsive user applications and onboard databases, with an IBM PC-equivalent processor and 1.5 million bytes of memory.

**Wireless communications** via the Vehicle Docking Station, using a shared or private mobile networks and third-party equipment that best suit your needs.

**Application Development.** IBM can build your specific applications tailored to your requirements using a high-level design language. This could include “standard” functions or specially designed ones.

**Mobile Sales Strategy:**

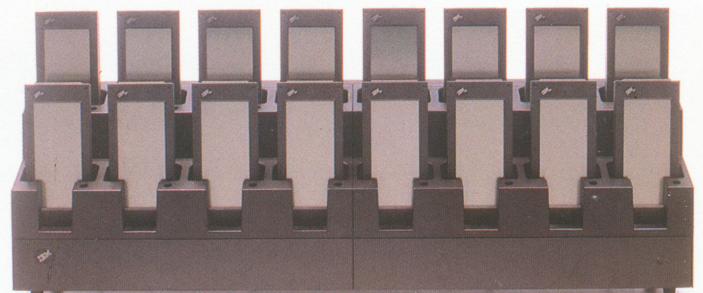
*Maximise sales and minimize outages with Just-In-Time stock management.*

**TouchMobile Solution:**

*You can accurately track sales product-by-product and location-by-location by integrating onsite product data with your sales and reporting systems. Drivers can read each product's bar code, enter quantities delivered and returned using*

*the touch-screen keyboard image display, and record any problems or issues. This information can be transferred to your central systems for analysis and distribution planning. Current pricing and promotion data, route changes, and other information that drivers can reference throughout the day can be loaded into their respective TouchMobile Terminals.*

*A single Stationary Docking Station can store and recharge up to 16 terminals overnight.*





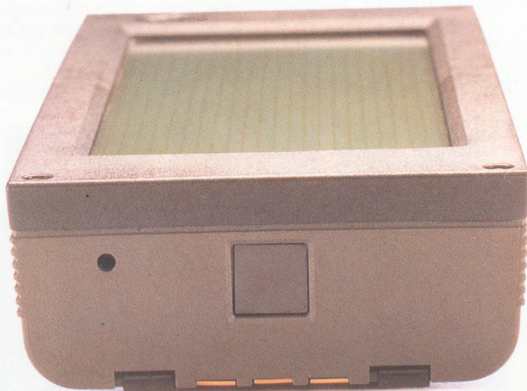
***Gain a partner who understands your business.***

***An Integrated Solution.*** At IBM, we are dedicated to delivering end-to-end solutions that meet the specific requirements of your business.

Behind this commitment stand IBM practitioners with years of experience, IBM Business Partners with specific industry applications and knowledge and IBM's worldwide product support organisations.

To find out more about how the TouchMobile Solution can keep your business ahead in the 1990's, talk to your IBM Marketing Representative or the IBM Logistics Solution Centre on 081-818 4000 today.

*You can automatically record bar-code data using the integrated, non-contact laser scanner, which operates at distances of up to 12 inches.*



**Customer Service Strategy:**  
*Provide the tools and information to let your staff do their work better, maximise use of assets and reduce paperwork.*

**TouchMobile Solution:**  
*With the IBM TouchMobile terminal, maintenance crews can follow daily work schedules, check off tasks as they are completed, and note unreported problems. Health care workers can read bar-codes on supplies and medicines, log procedures at*

*the bedside, look up database information and update patient records electronically. Engineers can record parts used on a call. Drivers can display daily delivery checklists for each stop. Utility workers can read meters, perform work orders, and record inventory transactions - all with the same, programmable, TouchMobile Terminal.*





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