

## CEOVision Don't Saddle up a One-Trick Pony

Tim Garcia, President and CEO

Efficiency is the name of the game today. Organizations need seamlessly integrated systems that facilitate supply chain and spend management operations from start to finish. You can't do that with a stable full of one-trick ponies.

One-trick ponies — also known as best-of-breed or niche solutions — handle only a single process, such as invoicing. Often due to acquisitions, some large enterprise resource planning (ERP) vendors have one-trick ponies that are difficult for these companies to integrate into streamlined solutions, although the solutions are often presented as such. One-trick ponies have many downfalls, but first, let's look at an example of what organizations need and want.

### Visibility Success Model

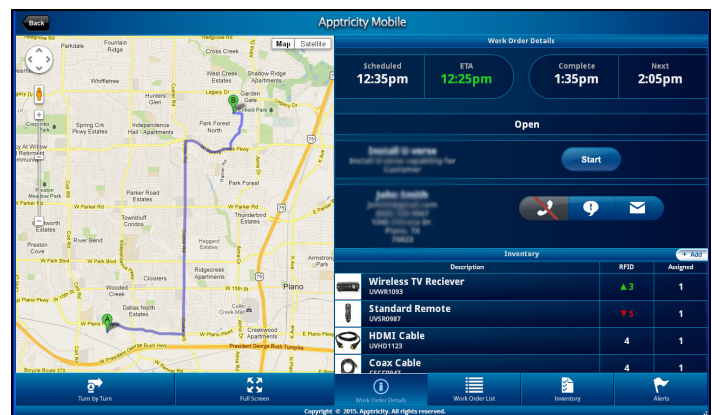
Large-scale consumer products manufacturers and major services organizations seek the ability to track products, tools and equipment from the inventory level to the customer. For instance, a service organization installing a satellite TV system wants to track all inventory that goes from the technician's vehicle into the customer's home. The organization also wants to know when the technician arrives at the home, starts work, leaves and gets to his next location.

Another important capability is tracking the vehicle via telematics to reroute the technician in real-time mode if it's necessary to deviate from the day's service delivery plan. In addition, information from completed work orders, time spent on each job and invoicing details should be relayed in real time for fast, accurate processing and rapid revenue billing.

When the technician arrives for work in the morning, work orders and inventory should be ready. The technician's route should be optimized so he can reach each location quickly at the lowest cost. At the end of the workday, he shouldn't have to figure out what inventory goes back into the warehouse. That decision should be based on radio frequency identification (RFID) technology.



*One-trick ponies — also known as best-of-breed or niche solutions — handle only a single process, such as invoicing.*



**Figure 1:** Forward-thinking manufacturers and service organizations seek real-time inventory and work order tracking as well as continuous communication with drivers and technicians.

## Table of Contents

Don't Saddle up a One-Trick Pony	1
Visibility on Wheels: Intelligent Vehicles that Bring the Warehouse to the Work Site	4
Apptricity Professional Services: Communication, Responsiveness and Expertise	6
Conference Roundup for the Recent SCOPE, IOFM and Sabre Events	8
Apptricity University Classes	10

## Some Downfalls of One-Trick Ponies

A single one-trick pony can't do all those "tricks." Here are just some of the drawbacks of using a collection of best-of-breed applications:

- **Implementation and integration issues:** For a company trying to deploy a comprehensive field services or procure-to-pay solution, 90 percent of the time the biggest challenge is making different applications talk to each other. Implementation times tend to be calculated in terms of months and years, not weeks.
- **Inability to secure mobile capabilities:** Without a unified system providing interoperability among mobile devices, tablets, laptops and desktops, integration is a continuous, long-term effort. However, many one-trick pony players and ERP vendors can't even migrate to a mobile environment.
- **Escalating costs:** Licensing and supporting three or more different products drives up information technology (IT) costs dramatically.
- **Out-of-sync upgrades:** The upgrade delivery schedule for four different applications depends on the service agreements of four different companies. When one vendor indicates that you'll have a new release every 18 months, another might say every 30 months. The result is high-maintenance solutions with technology mismatched. One solution might be up to speed while the other three are still legacy, so your system as a whole doesn't function according to the latest technology.
- **Various systems for users to learn:** Organizations using one-trick ponies must require users to learn a number of different interfaces and applications.

## Machine to Machine Computing

With Machine to Machine (M2M) computing, wireless technologies can communicate with wired systems. For instance, Apptricity's mobile field service solution, **Apptricity** Field Services, is one of the few supply chain and logistics management systems that leverages M2M computing on real-time basis. *Field Services* gives organizations visibility into inventory — whether in the warehouse, on a vehicle, or at a worksite — as well as business analytics as it relates to work orders.

One of the many benefits of M2M computing is that it enables organizations to notify individual customers as work orders are being completed. For example, for safety reasons, a customer waiting at home for a service technician could receive a text message with a picture of the technician five minutes before the technician arrives. In addition, the homeowner shouldn't be waiting for the technician all day. Arrival timeframes of 8 a.m. to 5 p.m. can be narrowed down to more precise targets. The organization can notify the homeowner of any variations.

Inventory		
Description		RFID
 <b>Wireless TV Receiver</b> UWVR1093		▲ 3
 <b>Standard Remote</b> UVSR0987		▼ 5
 <b>HDMI Cable</b> UVHD1123		4
 <b>Coax Cable</b> CCCD0045		4

M2M computing also helps prevent shrinkage. If a technician leaves tools behind, he won't travel more than 50 feet from the work site before receiving a notification that he needs to return to pick up forgotten items. This technology is also effective in the case of "lost" or stolen equipment.

Another benefit is that a technician who's low on inventory can use *Field Services* on his mobile device or tablet to view inventory in other technician's vehicles nearby. Instead of traveling back to the distribution center, the technician can drive to a vehicle with extra inventory and replenish his supply.

## **Start-to-Finish, Integrated Solutions that Include Mobile Capabilities**

Companies would need three or more one-trick ponies to accomplish what Apptricity does with a single solution. For spend management, some vendors only do procurement. Some specialize in invoicing. Some handle just imaging, and others do receiving. Our scope is cradle-to-grave, because we also track an asset through end-of-life — including disposition and the green recycler. For supply chain operations, *Field Services* handles the work order component, inventory component and asset tracking component while transmitting data required for billing. With many organizations, those are separate applications typically purchased from different vendors.

We can push applications out to mobile devices using M2M technology because our solutions are built on an agnostic platform. They all provide the same look-and-feel and operate on different platforms the same way. In addition, we often deploy a solution in 16 weeks or less. Customers receive ROI much faster, because our solutions are built on a composite architecture that allows them to work independently or together. Clearly, M2M computing sets Apptricity apart — so think twice before you saddle up that one-trick pony.

Apptricity is a registered trademark of Apptricity Corporation. All other trademarks, registered trademarks and service marks are the property of their respective owners.

## Visibility on Wheels: Intelligent Vehicles that Bring the Warehouse to the Work Site

At Apptricity, we never stop innovating. Recently, we've been able to bring large, global organizations together and use partnerships for hardware, software and network infrastructure to create a new solution that drives significant value for field services organizations. This automated solution, **Apptricity Field Services**, is already in use outside the United States.

### Making Service Vehicles Intelligent

Well suited for route-based or mobile service businesses, *Field Services* makes service vehicles intelligent by bringing enterprise solutions directly to customer sites. The system integrates and streamlines asset, inventory and work order management for start-to-finish tracking and control. *Field Services* significantly reduces excessive service calls, optimizes driving routes and ensures that "lost" tools and equipment are no longer an issue. Tools on a service vehicle become tagged inventory items, which makes it easy to quickly determine whether or not a specific tool or piece of equipment is included on a vehicle as it departs from a work site.

Vehicles enabled with *Field Services* are what we call Connected Service Vehicles (CSVs). Tracking involved in moving inventory from the warehouse to a CSV and associating that inventory with a customer order occurs automatically with real-time visibility. No paper trail is required. Inventory tracking via spreadsheets and manual data entry is totally eliminated. The system reduces errors, shrinkage and waste.

### Leveraging RFID and Increasing Efficiencies

*Field Services* includes a third-party hardware backbone for interrogating radio frequency identification (RFID) tags. Vehicle-mounted antennae and readers detect RFID signals from tagged tools and equipment. Records of these assets appear in real time on the technician's tablet. Anything removed from a CSV is instantaneously reflected on the tablet. Dispatchers, technicians and even upper management all have access to the same level of information.

Tight integration with RFID technology keeps organizations from losing track of inventory as it is stored, loaded on vehicles, used or delivered. Because each technician can view other vehicles' tool inventory, technicians can share the more expensive tools that are infrequently used. Loss of tools, equipment, products and other assets on a vehicle is minimized or eliminated entirely. In addition, organizations can realize direct capital avoidance savings by preventing loss and buying fewer tools.



## Achieving Unprecedented Visibility

With traditional systems, companies experience significant gaps in the service delivery process. First, warehouse items are loaded on a truck, and then they disappear from view. The vehicle arrives at the customer site so the technician can complete the required work. The company receives no information until the technician calls in to say, "I'm done, and I'm moving on to the next job," or "I can't do the work because a certain piece of equipment is missing from my truck."

*Field Services* changes all that. By using *Field Services* to extend the warehouse outside your organization's four walls, you can keep track of all inventory in real time. You can see warehouse items being loaded on the vehicle and watch it and the assets it contains go down the street. You can see what is taken off the vehicle and installed at the customer site. That's a level of visibility unprecedented in the marketplace today.

Todd Wiegand, Apptricity's newly appointed vice president of application development, takes a holistic view of Apptricity solutions. With 26 years of experience in the supply chain industry, Todd keeps cross-platform visibility at the forefront. He leverages the common business object concept to deliver improved reporting, analysis and trend evaluation capabilities, and more.

"We continue to see growth in complementary technologies as more and more devices get connected through the 'Internet of Things.' Companies need visibility into their assets at all times and demand a global footprint that extends the reach of connected devices so leaders can leverage them to make better business decisions," Todd said. "Especially in the supply chain, sensors are the game-changing technology. They allow us to measure things like temperature, humidity, vibration and shock, resulting in on-the-ground data points for real-time decision making."

## Realizing Tremendous Cost Savings

In addition to cost savings from efficiency increases and streamlined operations, *Field Services* can save money by helping make lost or stolen equipment a thing of the past and enabling your organization to purchase fewer tools. Visibility is another cost-saving benefit, giving you the ability to make more decisions faster. Particularly with respect to supply chain operations, the closer you can get to real-time decision-making, the better, because agility enables you to respond quickly to product demands, market changes and new opportunities.

Advanced capabilities built into *Field Services* make field operations measurably more effective, efficient and profitable. If your supply chain operations could benefit from seamless integration and tracking for work orders, assets and inventory, contact us about this innovative solution. Also, be sure to ask about additional new solutions from Apptricity's that can add value to your business.

*Particularly with respect to supply chain operations, the closer you can get to real-time decision-making, the better, because agility enables you to respond quickly to product demands, market changes and new opportunities.*





*"The key to success is not just listening, but listening to understand."*

Steve Brock, Director, Apptricity Professional Services

## Apptricity Professional Services: Communication, Responsiveness and Expertise

Implementing or upgrading a technology solution today means more than just licensing the right capabilities to solve a business problem. Your organization is choosing not only a solution but also a vendor relationship. The journey from sales discussions to deployment is a critical one.

At Apptricity, our professional services group delivers true business value during initial discussions involving upgrades and new-customer sales — and keeps on delivering. The group brings to the table excellent communication skills as well as advanced information technology (IT) expertise, forming a partnership with each customer to solve problems and provide business enhancements.

According to Steve Brock, director, Apptricity Professional Services, "Whether it's an upgrade, an added application or a brand new organization coming on board with Apptricity, we become Apptricity's face to the customer. We work closely with the organization's IT teams, decision makers, compliance group and business users, and we help management with reporting needs. We also discuss any best-practice behaviors customers may be able to adopt to improve their business processes and profitability."

### A Team that Really Listens — and Understands

During an implementation, Apptricity clients are always informed. The Apptricity Professional Services group holds weekly status meetings with customer teams to review milestones and ensure that everyone is on the same page at every implementation phase. A color-coded status report provides meeting notes and milestones.

From the very beginning of any engagement, listening to the customer is critical. "The key to success is not just listening, but listening to understand," said Steve. "We take requirements and deadlines seriously. In addition, our solutions allow clients to truly customize the look, feel and experience that come with using our applications. We like to guide them during configuration by involving them in the process, so later they can make their own adjustments. The goal is that, when they go live, they'll know what to do."

To help the customer begin using the system, Apptricity Professional Services includes the training team from [Apptricity University](#) during and after an implementation. Apptricity Professional Services also works with the customer to help ensure that the system fully supports the customer's business processes.

### Rapid Implementations

Apptricity is capable of extremely rapid implementations. For example, a typical spend management implementation can take just 12 to 16 weeks. The overall timeframe might be shorter or longer, depending on when all the requirements are decided upon, the level of customization involved and any configuration that might be needed. Configuring a system can often be done very quickly.

## Integration with Existing Systems

Our integration engine enables Apptricity solutions to work directly with any third-party data source, dynamically or via batch jobs. We also have pre-built integration connectors for a variety of major business applications. However, depending on a customer's technology infrastructure and systems, integration requirements can become quite involved. Some customers require real-time integration, while others need a nightly batch job to integrate data.

"We talk through integration requirements with customers to understand their needs with respect to their business processes," Steve said. "We also keep in mind the holistic process during each implementation. We start with implementing basic functionality, but we begin with the end in mind. If we don't, some of what we customize and configure in the beginning might conflict with other capabilities we need to deliver at a future stage of the project."

## Compliance and Security Measures

Apptricity offers a choice of compliance and security levels with each solution. An important component of every implementation, security ranges from basic measures all the way up to the protection provided by Federal Risk and Authorization Management Program (FedRAMP) hosting facilities. These facilities, typically required by the U.S. government and military as well as some public education institutions, provide an added layer of IT security that includes extensive backups and redundancies.

The Apptricity Professional Services team gives customers confidence that they will be heard and their requirements will be met by experts who understand their needs. Implementations are rapid and efficient, and the team follows through to ensure client satisfaction. The business partnership that emerges between a customer and Apptricity Professional Services sets the stage for the customer's ongoing productivity and profitability.

"We talk through integration requirements with customers to understand their needs with respect to their business processes," Steve said. "We also keep in mind the holistic process during each implementation. We start with implementing basic functionality, but we begin with the end in mind. If we don't, some of what we customize and configure in the beginning might conflict with other capabilities we need to deliver at a future stage of the project."

Apptricity is a registered trademark of Apptricity Corporation. All other trademarks, registered trademarks and service marks are the property of their respective owners.

## Conference Roundup for the Recent SCOPE, IOFM and Sabre Events

For attendees, some of the most valuable takeaways from conferences and events involve educational sessions, networking and innovative technologies. Even more important is the opportunity to connect with a reputable vendor that can solve a pressing business problem.

Having exhibited at three events the past three months, the Apptricity team was very pleased to assist a number of individuals and organizations by providing thought leadership and showing how our solutions address critical issues.

### Streamlining the Supply Chain

SCOPE Spring 2015 in April was a well organized, information-rich conference that gave organizations the opportunity to schedule more than 30 networking meetings in just two and a half days. Apptricity contributed to the educational track for attendees with a presentation entitled *Adapting Your Business to the Age of Now by Improving Supply Chain Management Efficiency*.

At the event, efficiency, agility and elasticity — as well as global and mobile capabilities — came across as critical factors for supply chain management (SCM) solutions. In particular, the ability to offer automated inventory tracking as part of a holistic solution proved to be a true value-add.



Many attendees were seeking solutions. Some were unhappy with their existing systems, while others had significant, unresolved business challenges. As a premier sponsor and reception host, Apptricity recognized that a number of exhibitors didn't offer complete solutions to customers' problems. For example, attendees looking for a field services solution would have to license three separate applications, then handle the integrations so the applications could work together. Apptricity's soup-to-nuts mobile field services solution, on the other hand, integrates work orders, inventory and asset tracking while facilitating faster revenue billing opportunities and supplying mobile capabilities as well.

The SCOPE Spring event was so successful that Apptricity will be exhibiting at the [SCOPE Fall](#) Supply Chain Conference August 23-25, 2015, in San Diego. Be sure to join us. We'll look for you at the Apptricity booth!



## Automating Accounts Payable

The May 2015 Accounts Payable & Procure-to-Pay (AP & P2P) Conference & Expo held by the Institute of Finance and Management (IOFM) provided an excellent learning, development and networking environment for upwardly mobile AP experts.

Apptricity presented Apptricity presented *AP Automation Project Tips for Non-Techies: Before you Buy, How to Inspect the Foundation* to provide practical instruction to a component of the event's educational program. Our thought leadership and comprehensive AP and P2P solutions — complete with mobile support — were well received at the event.

Like the SCOPE Spring conference, this IOFM event had many exhibitors that provided one of two capabilities, such as procurement or invoice processing. Apptricity was one of the few exhibitors offering an integrated, start-to-finish system capable of automating procurement, receiving, asset tracking and payment — as well as all processes in an asset's lifecycle leading to disposition. Our solutions are also modular, so if one or several solution components are needed, we can provide that as well.

## Getting a Glimpse of Technologies of the Future

Sabre Connect 2015, a conference that showcased many of today's leading corporate travel technologies, provided extensive opportunities for executives to learn, strategize and network with experts. **Apptricity** Expense, our comprehensive tracking and reporting solution for all types of business expenses, offers tight integration with travel booking capabilities. This solution gave us an opportunity to help organizations by sharing our spend management expertise.

The conference emphasized technology advances and industry trends, including technologies of the future. Generation Z was also a prominent focus of the event. Born after the Millennial Generation (Generation Y), Generation Z tends to support the increasingly popular wearable technology. This young generational group is the future of business, representing the up-and-coming workforce of tomorrow.

Growing up with mobile technology makes Generation Z extremely comfortable using mobile devices and tablets. At Apptricity, our proficiency and agility in the mobile technology space position us effectively for empowering mobile-savvy generations.

Apptricity is a registered trademark of Apptricity Corporation. All other trademarks, registered trademarks and service marks are the property of their respective owners.

# Apptricity® university



## Apptricity University Classes

Don't be too busy to give your teams the critical training they need to become more efficient, effective and confident. Contact us for information about the [Apptricity University](#) classes below.

Dates	Course Title	Course Type
July 14-15, 2015	Asset 6.0	Functional and administrative training
July 21-22, 2015	Invoice 6.0	Functional and administrative training
July 23-24, 2015	Professional Reporting	Functional and administrative training
August 12-13, 2015	Asset 7.0	Functional and administrative training
August 25-27, 2015	Expense 6.1	Functional and administrative training
Call (214) 596-0601 to schedule a class at your location or in Dallas for standard or customized training.		

### About Apptricity

Apptricity Corporation provides mission-critical supply chain management and spend management solutions to small, midsize and global enterprises and government organizations worldwide. Apptricity software and solutions mobilize any enterprise with unprecedented levels of real-time information and business intelligence so management has visibility into every action and transaction within the enterprise and among its partners, customers and suppliers. Powered by Apptricity JetStream platform, our solutions enhance legacy enterprise applications and extend the value of information technology investments. Our platform enables us to address the universal objectives of business, government and the military with accelerated business processes and command visibility.

For more information, visit  
<http://www.apptricity.com>.