OVERVIEW IFS AURENA NATIVE

OVERVIEW

MOBILE EXPERIENCE

IFS CLOUD – 21R1

OVERVIEW IFS AURENA NATIVE

CREATING AN EXPERIENCE

Work remotely on any mobile device with or without network connectivity

Today's teams live and work in a mobile-first world.

IFS Aurena Native Apps let our customers employees perform business-critical activities such as work order execution, warehouse data management, forward line maintenance and authorizations remotely, regardless of network connectivity.

Available on Android, iOS and Windows our apps allow our customers employees to work anywhere, anytime using whatever device they want.

OVERVIEW IFS AURENA NATIVE

CREATING AN EXPERIENCE

CAPABILITIES

- Designed for immediate use
- Streamlined functionality for mobile
- Mobile functionality for production, warehouse, service and more
- Embedded remote assistance
- Custom branding out-of-the-box

BENEFITS

- Fast mobile experience
- Great interface and design
- Easy to manage infrastructure
- Secured by design
- Fully-configurable

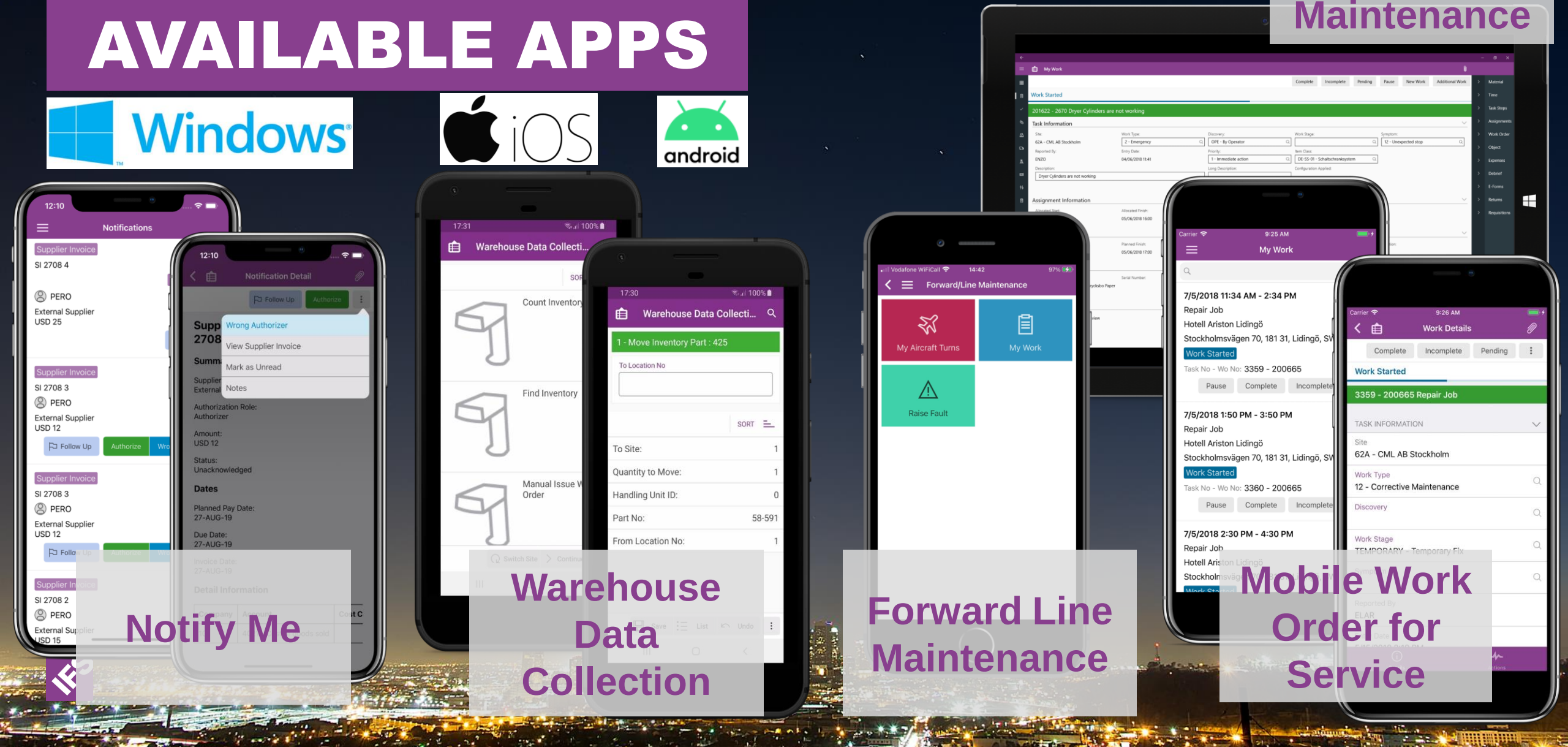
OVERVIEW IFS AURENA NATIVE

AVAILABLE APPS

Windows

iOS

android



Notify Me

Warehouse Data Collection

Forward Line Maintenance

Mobile Work Order for Service

Mobile Work Order for Maintenance

OVERVIEW IFS AURENA NATIVE

USING AURENA NATIVE APPS

MOBILE EXPERIENCE

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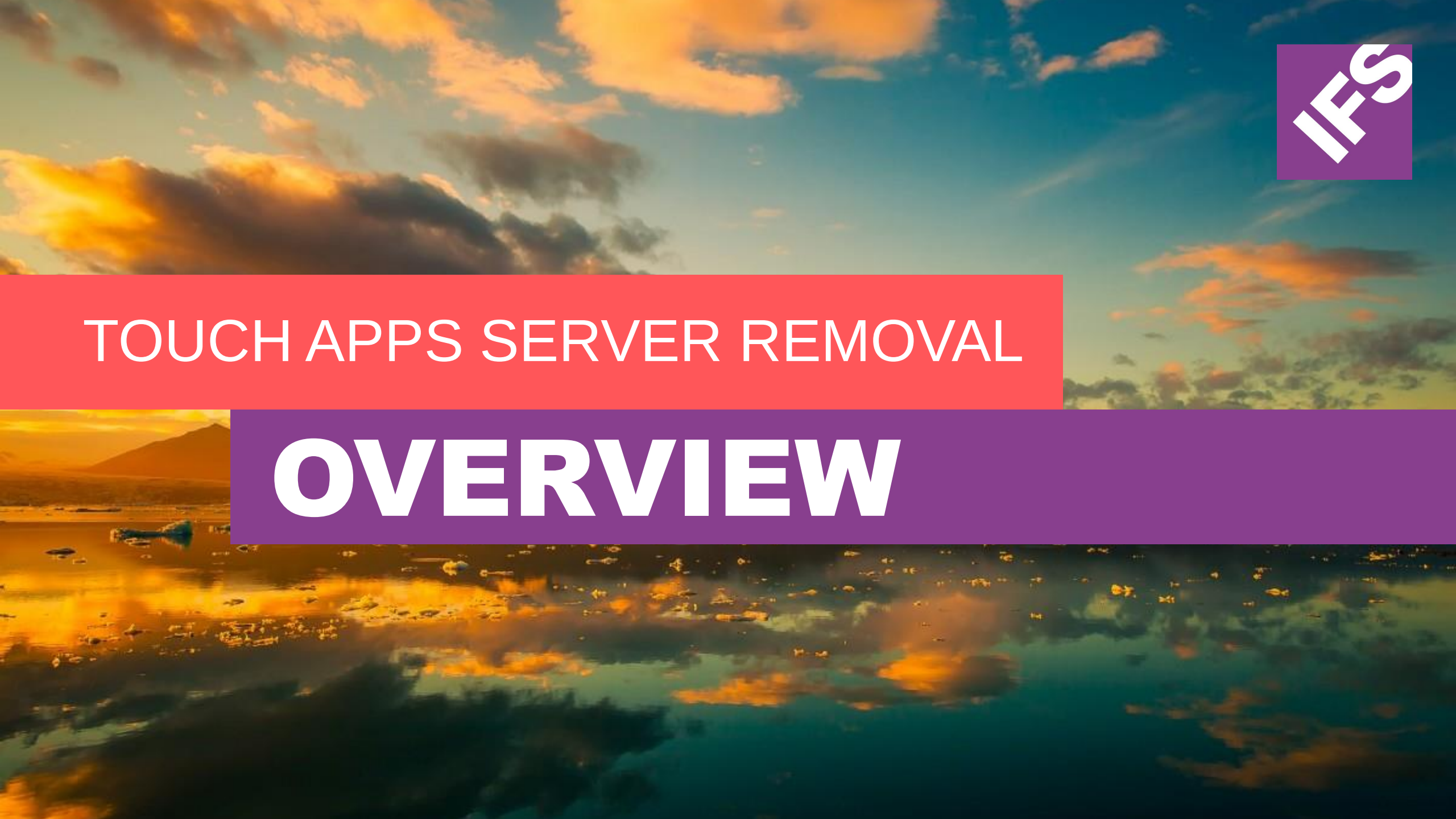
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TOUCH APPS SERVER REMOVAL
OVERVIEW

TOUCH APPS SERVER REMOVAL

BACKGROUND

- Customers and Cloud Operations often have a substandard installation experience of the Touch Apps Server (TAS). This is due to the TAS having a separate installer and each Touch App requires manual code deployment which is easy to forget and different to core processes. This often delays projects, delays Update installs and reduces confidence in IFS

TOUCH APPS SERVER REMOVAL

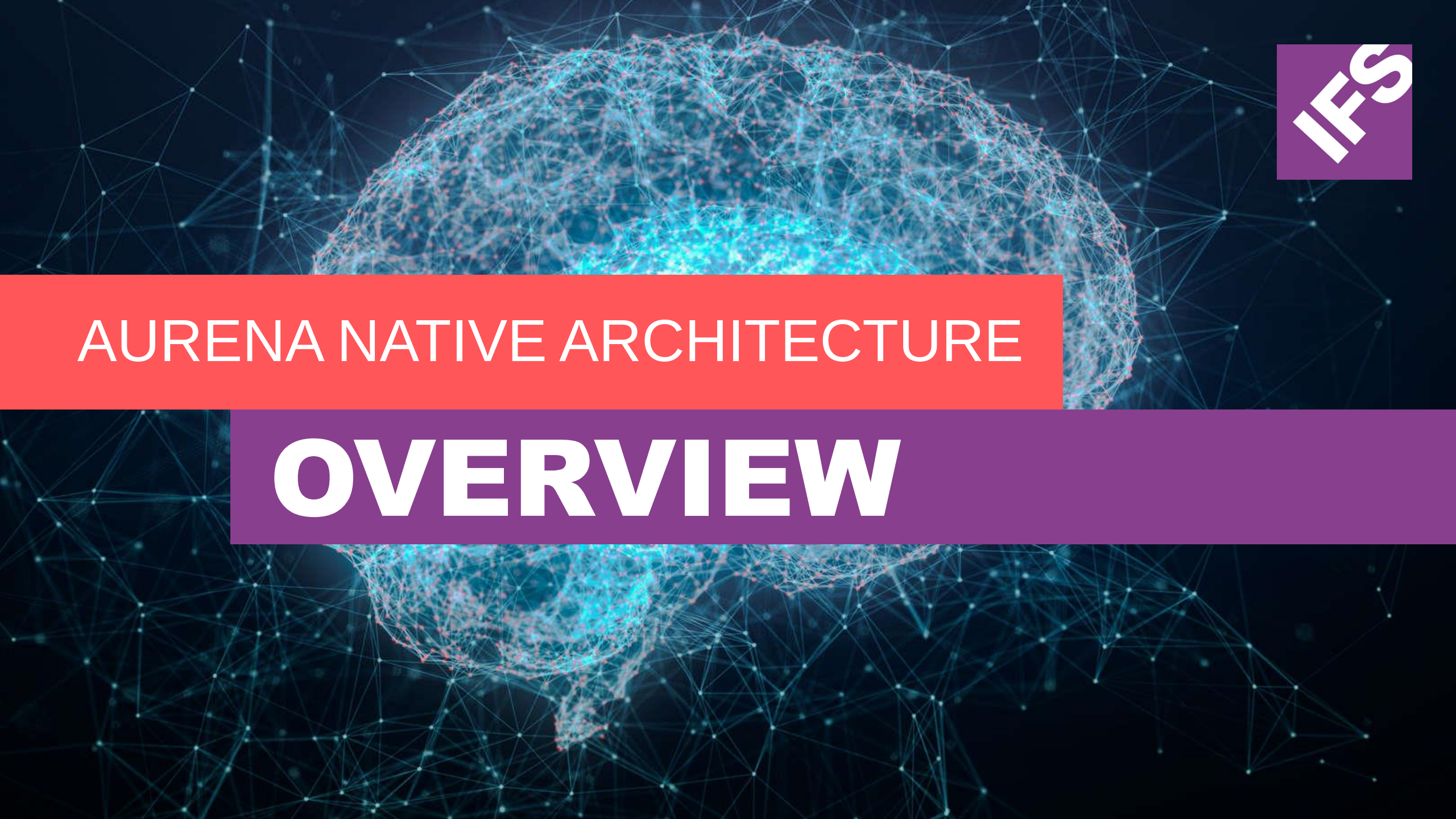
CONCEPT

- Remove TAS from middle-tier architecture
- Remove all Touch Apps

TOUCH APPS SERVER REMOVAL

BUSINESS VALUE

- TAS role and capability moved to containers with the introduction of the Aurena Native OData Provider and Aurena Native Sync Service
- Install and Update process now aligns across the new containerized middle-tier
- Aurena Native Apps require zero additional deployment
- Aurena Native Apps are the only mobile apps that will run against IFS Cloud 2020



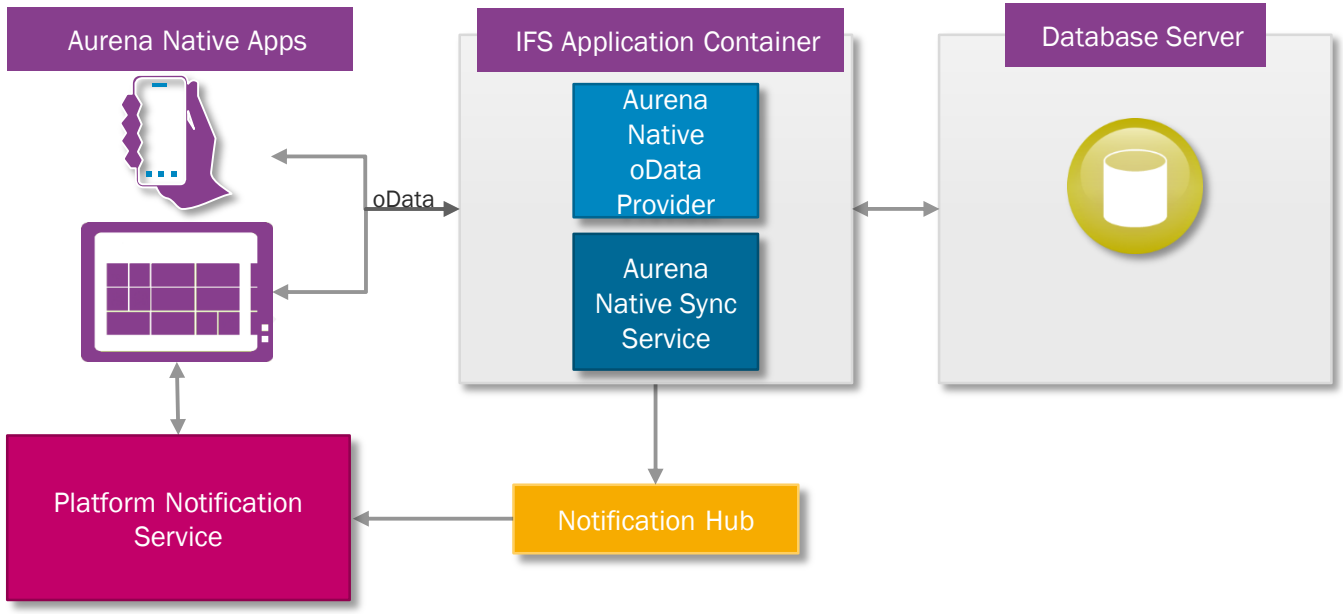
AURENA NATIVE ARCHITECTURE

OVERVIEW

AURENA NATIVE ARCHITECTURE

OVERVIEW

- With the removal of the Touch Apps Server the Aurena Native Apps now communicate with the Aurena Native oData Provider container
- The Aurena Native Sync Service manages the collection of data and push notifications for the Aurena Native Apps



IFS
USING AURENA NATIVE
USER SECURITY

USING AURENA NATIVE

USER SECURITY

- Aurena Native end users need to be granted access to Projections and Security Groups via a Permission Set
  - Security Groups is a new concept in IFS Cloud for Aurena Native Apps
  - Security Groups are similar to Activities in IFS Applications 10

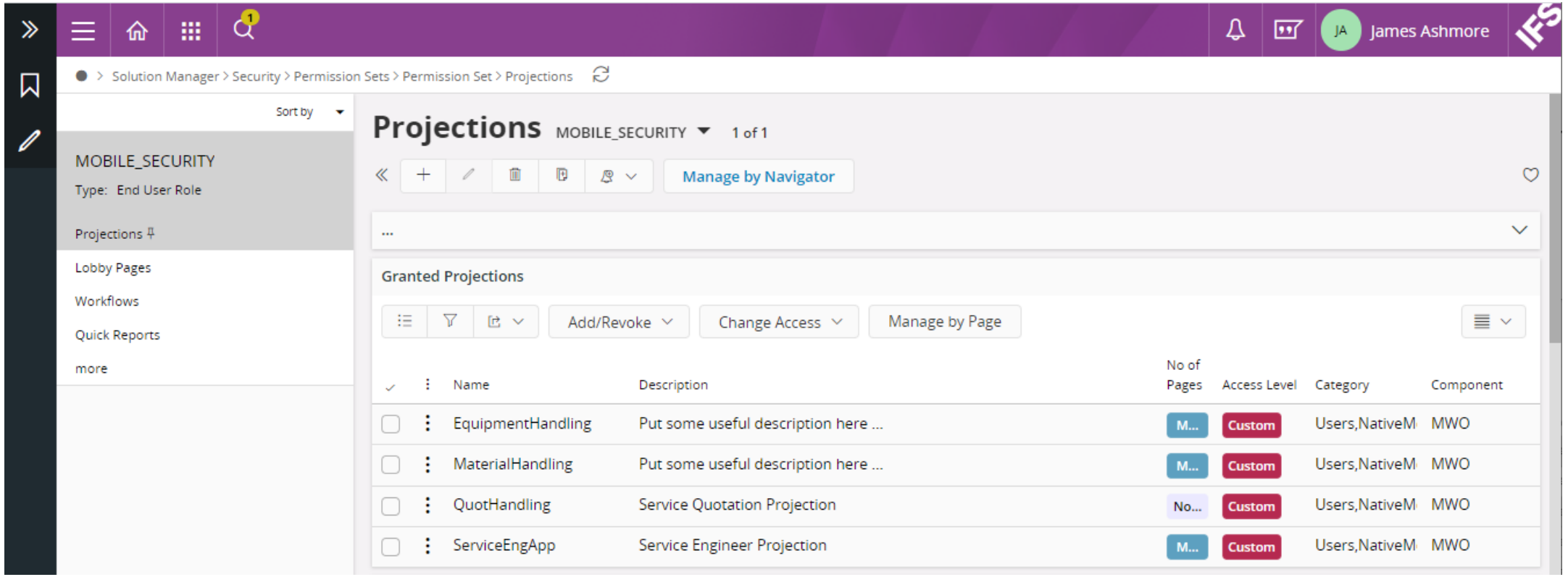
- Projection give the end users access to successfully process transactions manipulating data
- Security Groups give the end users access to data and UI pages

- In addition to Projections and Security Groups the end users need access to the functional role permission set AURENA_NATIVE_RUNTIME
  - This gives access to communicate with IFS Cloud from the Aurena Native mobile app

USING AURENA NATIVE

USER SECURITY EXAMPLE

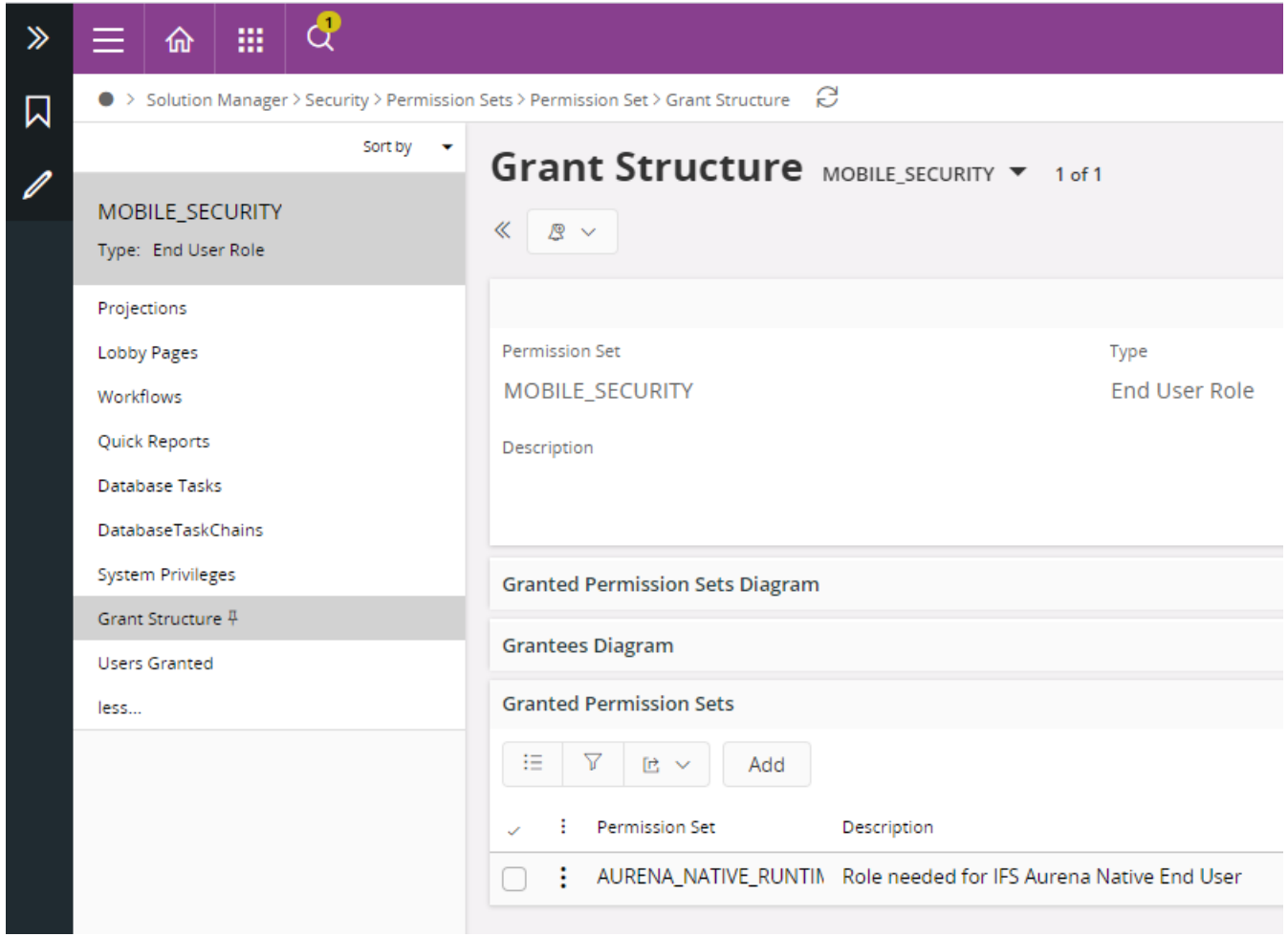
- Add Aurena Native specific Projections to the Permission Set
  - Use “NativeMobile” Category to find relevant Aurena Native projections



USING AURENA NATIVE

USER SECURITY EXAMPLE

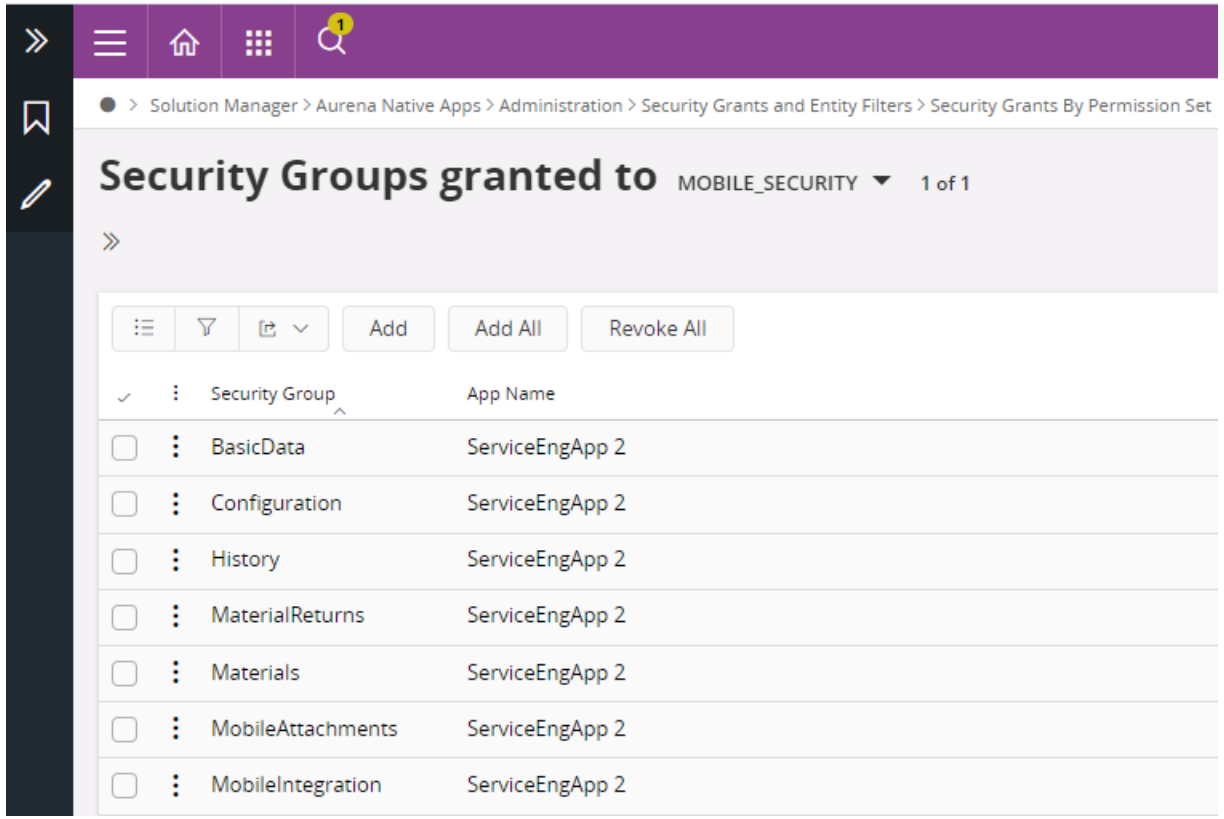
- Granting AURENA_NATIVE_RUNTIME functional role in structure to Permission Set



USING AURENA NATIVE

USER SECURITY EXAMPLE

- Add required Security Groups for the Aurena Native App to the Permission Set



USING AURENA NATIVE

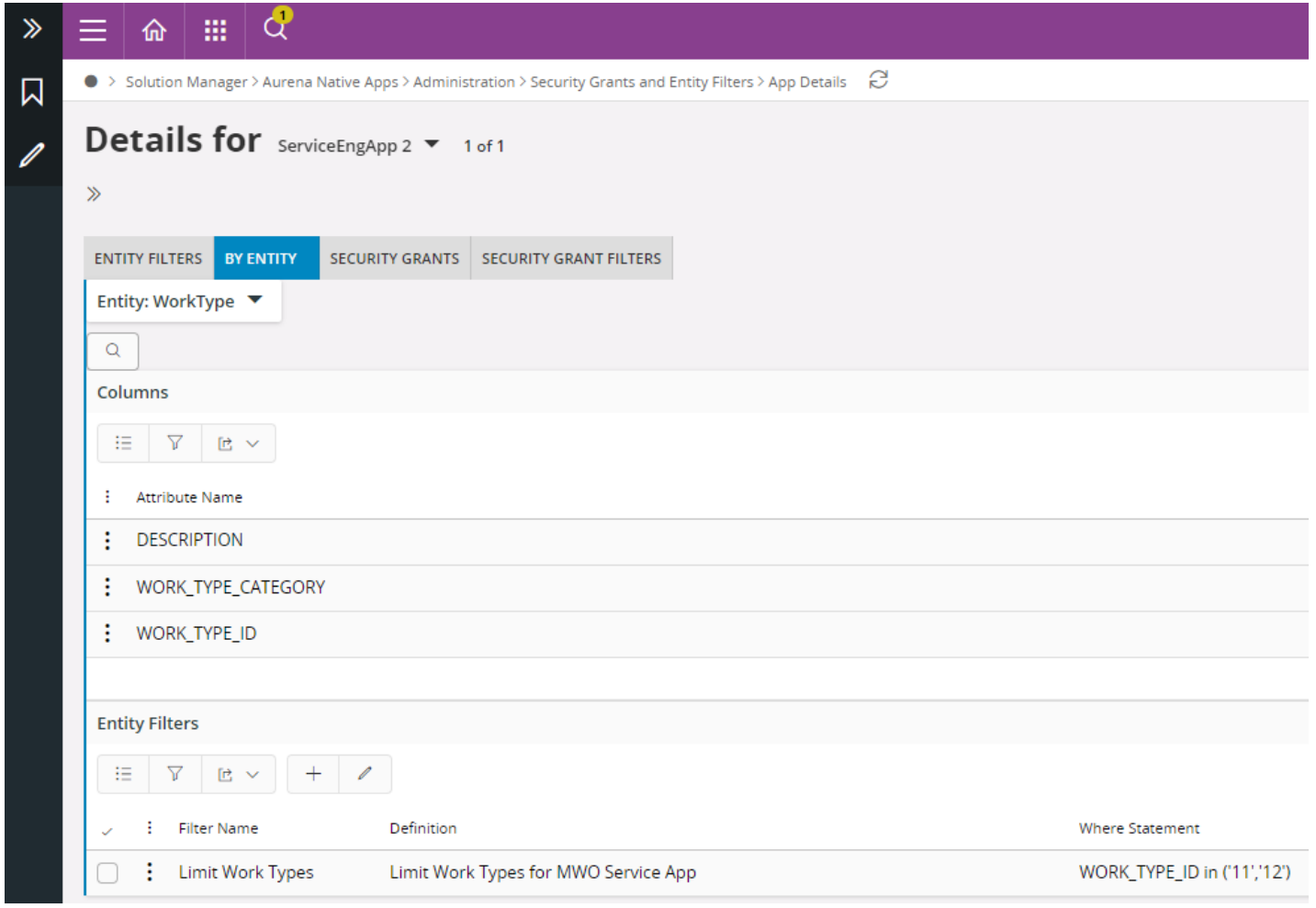
ENTITY FILTERS

- Entity Filters are used to add custom data restrictions to the data that is synchronized
- Once an Entity Filters is created it needs to be connected to a Permission Set to affect the mobile user
  - Entity Filters are similar to Permission Set Filters in Apps 10

USING AURENA NATIVE

ENTITY FILTER EXAMPLE

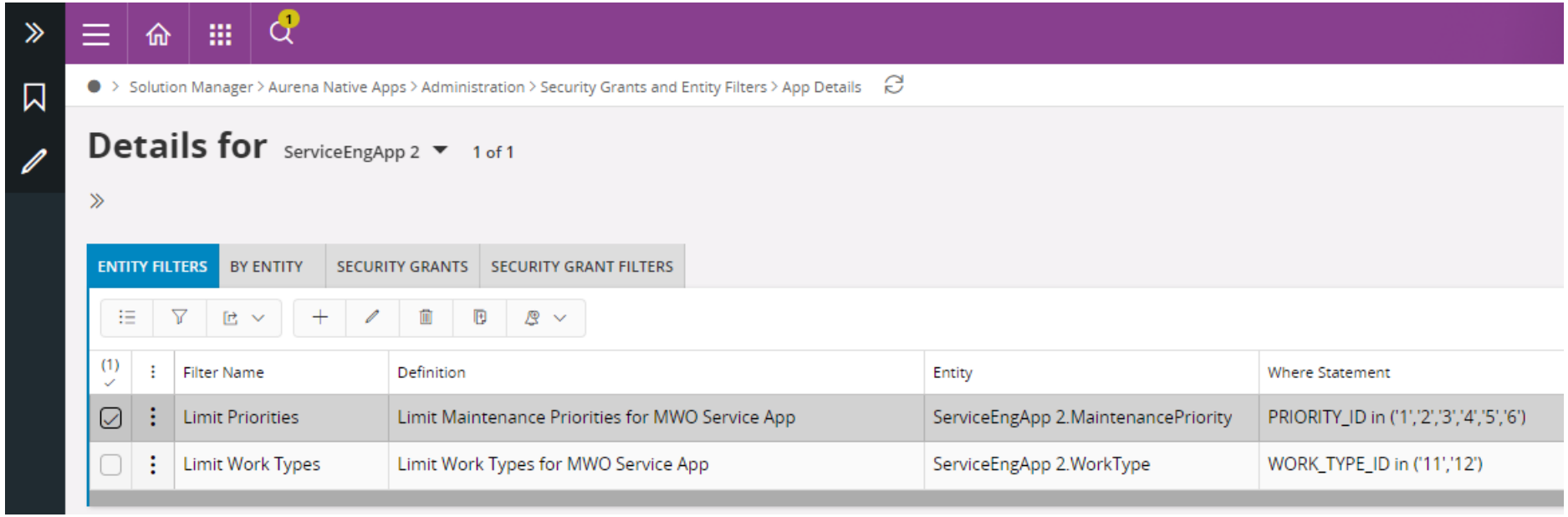
- Create Entity Filter for the App and Entity
  - Use App Details to find the Aurena Native App to create the filter for
  - Use By Entity tab to see the attributes of the Entity that can be used to build the Where Statement of the Filter



USING AURENA NATIVE

ENTITY FILTER EXAMPLE

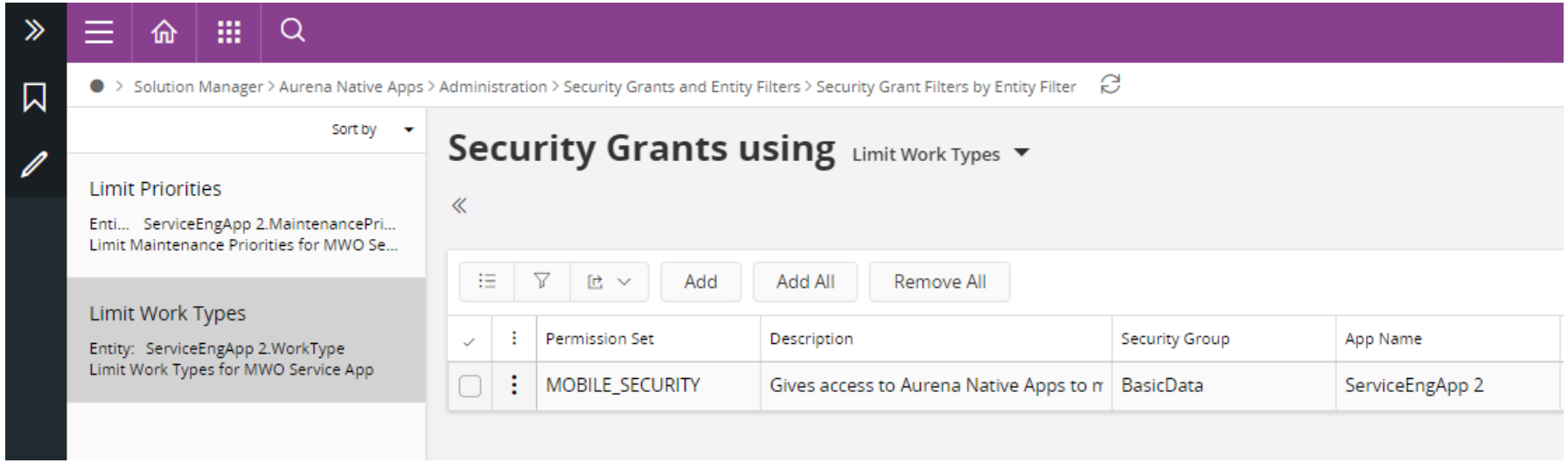
- Entity Filters can also be created directly in App Details > Entity Filters tab



USING AURENA NATIVE

ENTITY FILTER EXAMPLE

- Connect Entity Filter to Permission Set

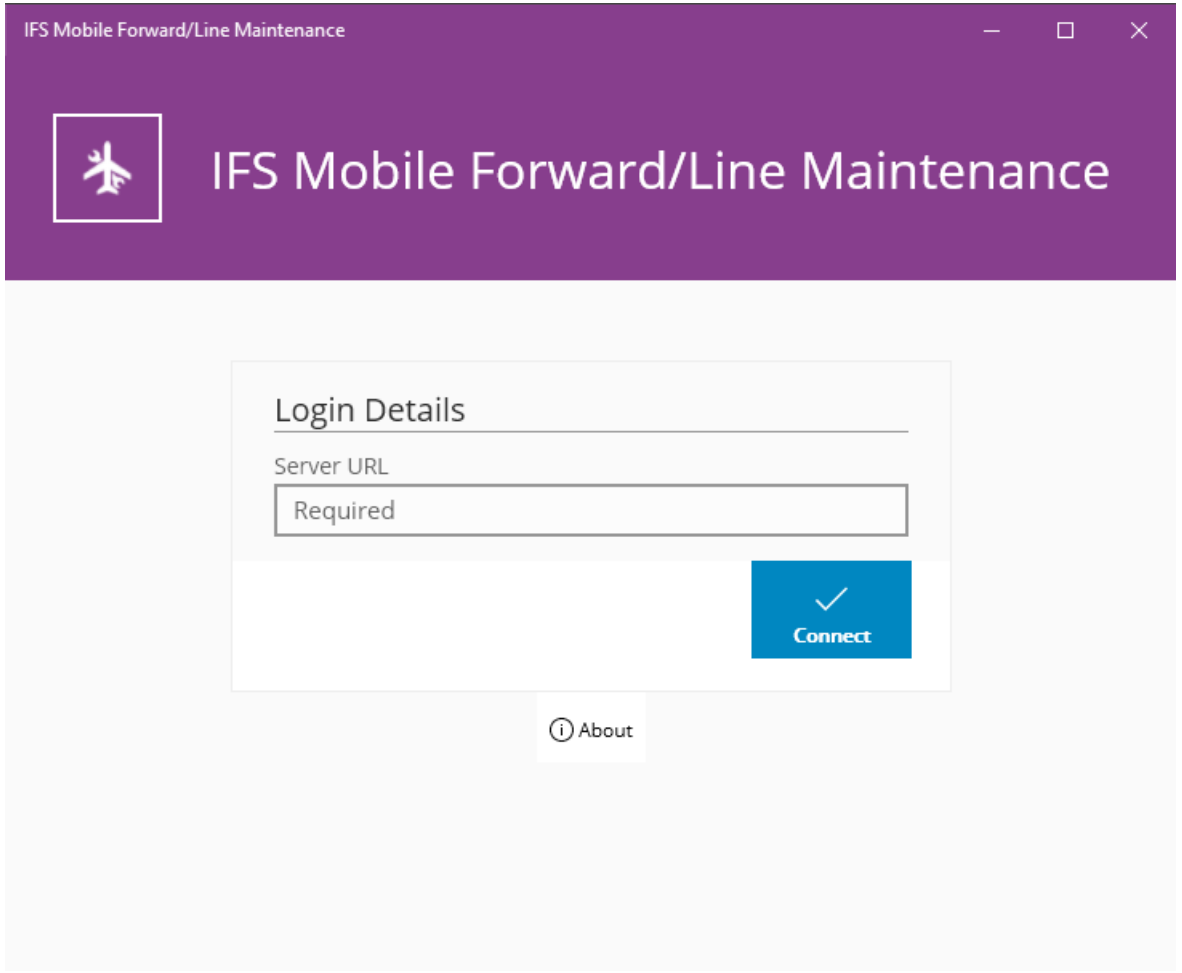


USING AURENA NATIVE LOGON

USING AURENA NATIVE

LOGON

- On initial logon the URL is all that is required to be entered
  - On Logon the user will be taken to the authentication screen which will be based on the configuration of the installation



OVERVIEW IFS AURENA NATIVE

CONFIGURATION & CUSTOMIZATION

MOBILE EXPERIENCE

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OVERVIEW IFS AURENA NATIVE

CONFIGURATION

SUPPORTED CONFIGURATIONS

- Page Designer
  - Aurena Native Apps are configured in Aurena
  - Changes done in Page Designer affect all platforms (Android, iOS and Windows)
- Custom Fields
  - Some restrictions detailed in Release Notes
- Custom Logical Units
- Application Configurations Amendments to Projections
- Application Configuration Context

OVERVIEW IFS AURENA NATIVE

CUSTOMIZATION

DEVELOPMENT MODEL

- Standard development model for Aurena and Aurena Native making it simple to develop and support
- No requirement for platform specific development knowledge or skills to develop IFS Aurena Native Apps

CUSTOMIZATION

- Released IFS Aurena Native Apps can be customized in the same way Aurena pages are customized utilizing Layered Application Architecture (LAA)
  - It is not possible to create new IFS Aurena Native Apps

OVERVIEW IFS AURENA NATIVE

NEW FEATURES

MOBILE EXPERIENCE

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REMOTE ASSISTANCE

OVERVIEW

REMOTE ASSISTANCE

BACKGROUND

- From time-to-time remote workers require assistance from an expert to complete their task. To maintain support levels and costs it is more efficient to assist the remote worker directly rather than wait for the expert to visit
- Customers want to increase support levels and at the same time deliver efficiency and headcount savings by supporting inexperienced workers remotely with a central team of experts

REMOTE ASSISTANCE

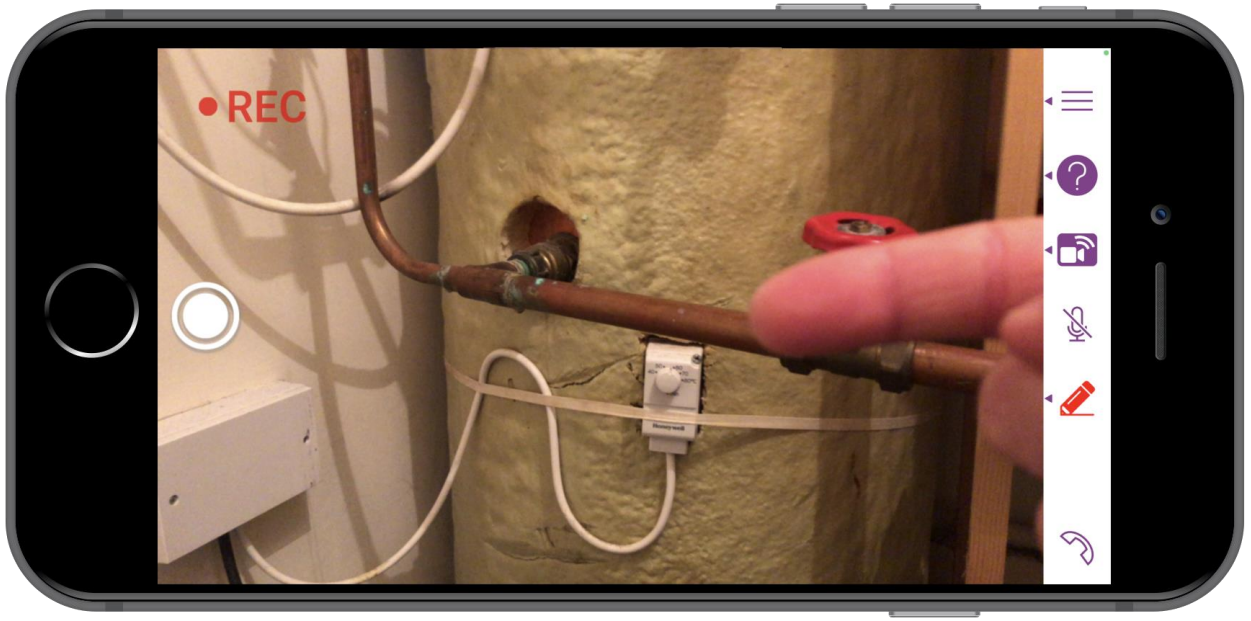
CONCEPT

- Embed the Remote Assistance solution by Help Lightning (3rd party supplier) into Aurena and Aurena Native to enable augmented video calls

REMOTE ASSISTANCE

BUSINESS VALUE

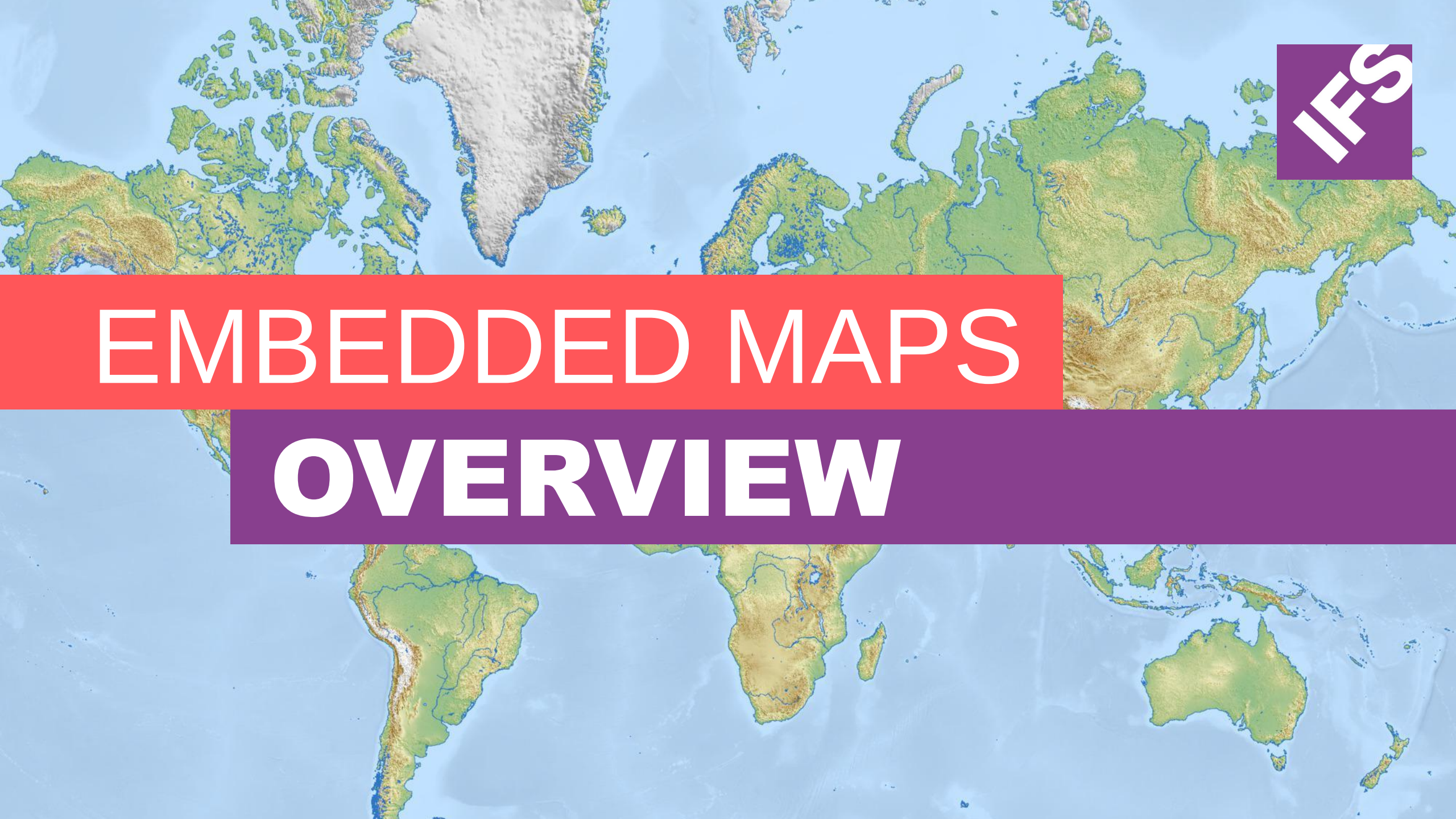
- The Remote Assistance capabilities in Aurena Native will enable video communication with an expert that includes the ability to see through the camera and interact annotation on the video feed
- Customers can lower costs by enabling more experienced people to support less experienced colleagues remotely



REMOTE ASSISTANCE

SOLUTION

- For detailed information on the Remote Assistance solution in Aurena Native view the “Remote Assistance for Service & Maintenance” training session


IFS
EMBEDDED MAPS
OVERVIEW

EMBEDDED MAPS

BACKGROUND

- Service and Maintenance customers want to map out their business data so they can maximise the efficiency of their technician visits by finding local team members with available spare parts or the closest supplier
- Map licencing costs prevent showing the users current location embedded within a mobile app

EMBEDDED MAPS

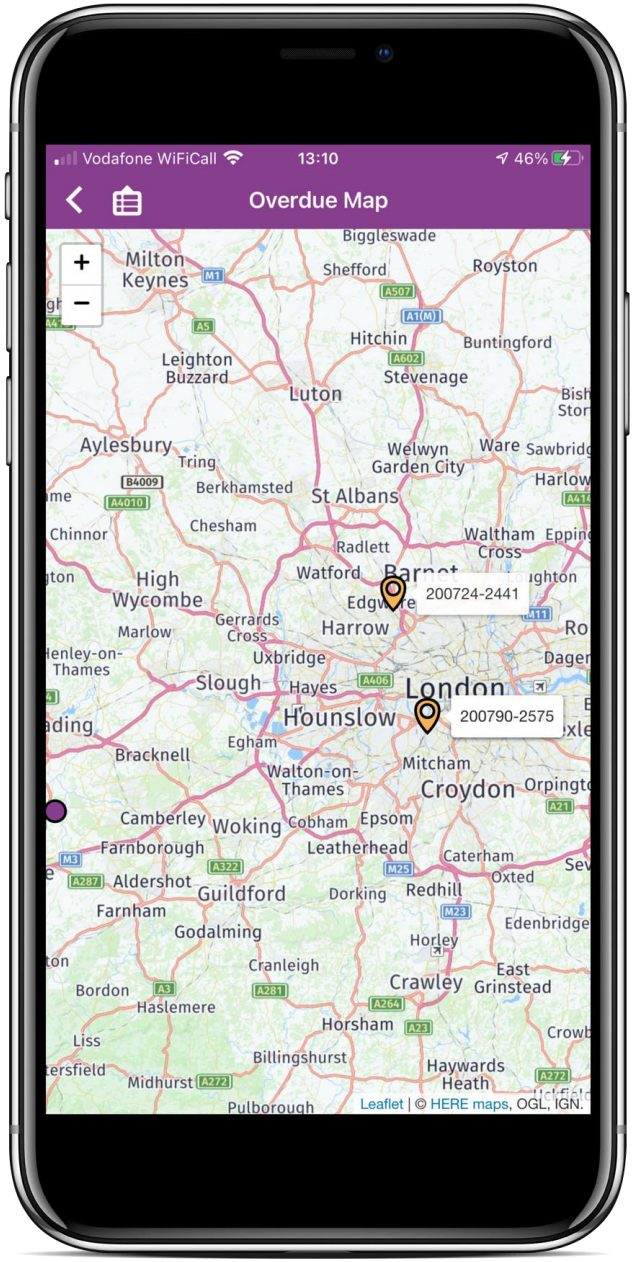
CONCEPT

- Partner with Here to provide a low cost map solution for Service and Asset Management
- Embed the map solution by Here into Aurena Native to enable showing the users location with business data

EMBEDDED MAPS

BUSINESS VALUE

- Within MWO Apps the technicians location can be shown on a map alongside business data with radial search capabilities to find work orders, team members with available spare parts or closest suppliers



CUSTOMER BRANDING

OVERVIEW

CUSTOMER BRANDING

BACKGROUND

- Customers wish to brand their 3rd party products to shape and promote their image value to prospects, customers, employees and partners
- Service providers often work on behalf of multiple customers so they need to manage multiple branding profiles

CUSTOMER BRANDING

CONCEPT

- Introduce the ability to brand colours
- Introduce the ability to create multiple brand profiles based on context (user, user group or business rule such as company)
- Allowing branding themes for light and dark modes for native users, for their mobile devices

CUSTOMER BRANDING

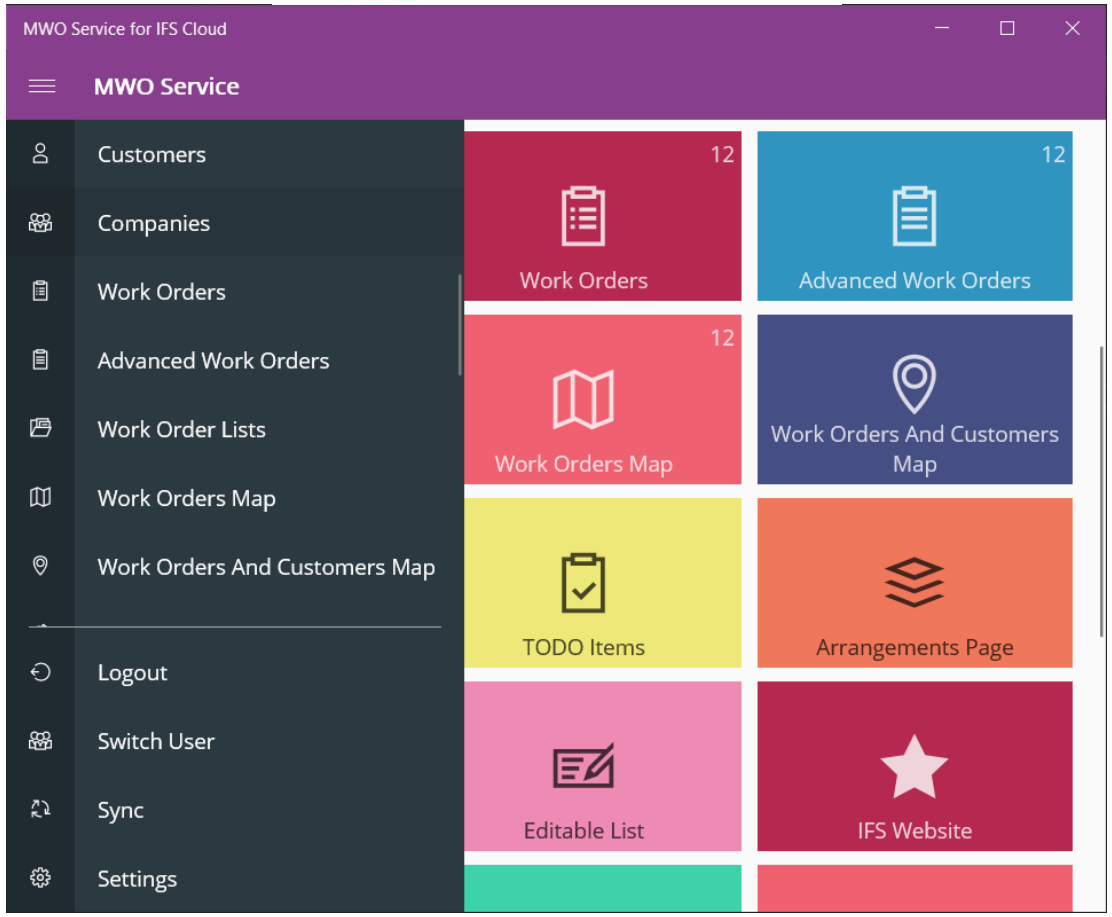
BUSINESS VALUE

- After initial logon the Aurena Native App will appear to the end user branded based on the configuration and context
- Branded apps will effortlessly feel as an extension of the customers service providers
- Updates to branding contexts are easy to configure, easy to apply and fast to adopt

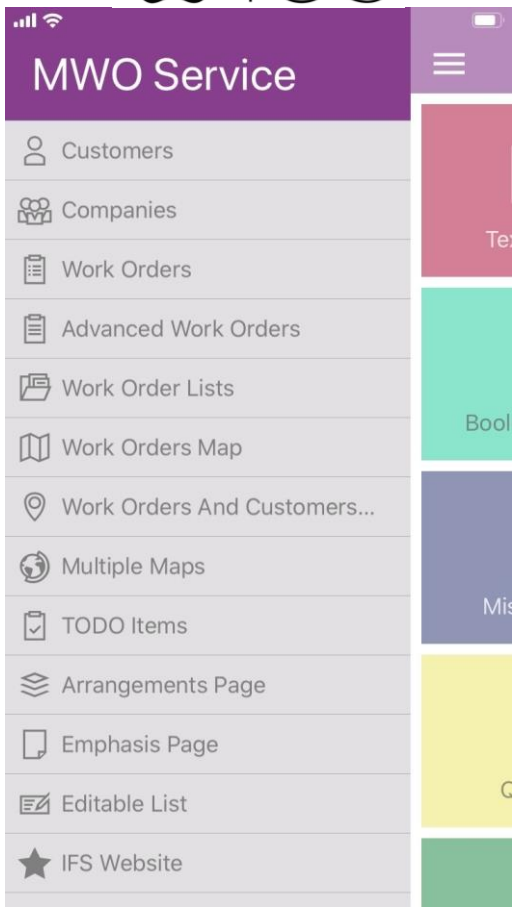
CUSTOMER BRANDING

SOLUTION: BEFORE

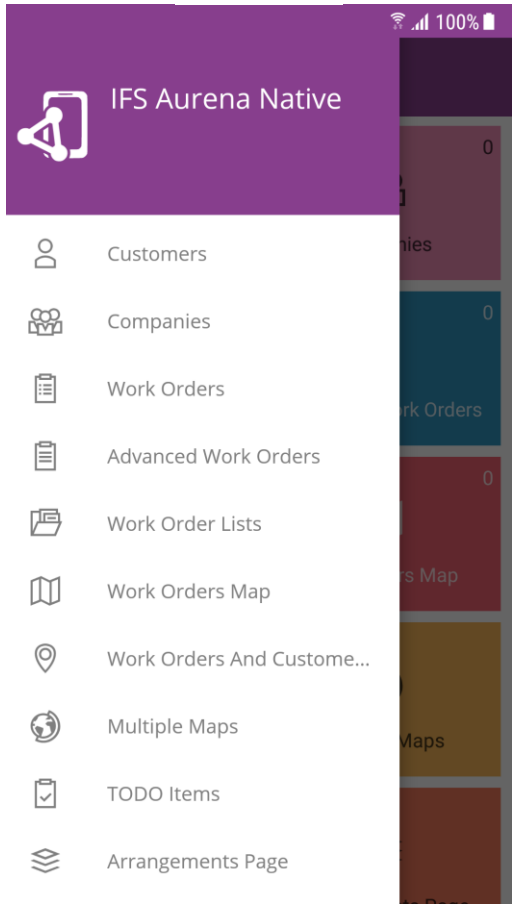
Windows



iOS



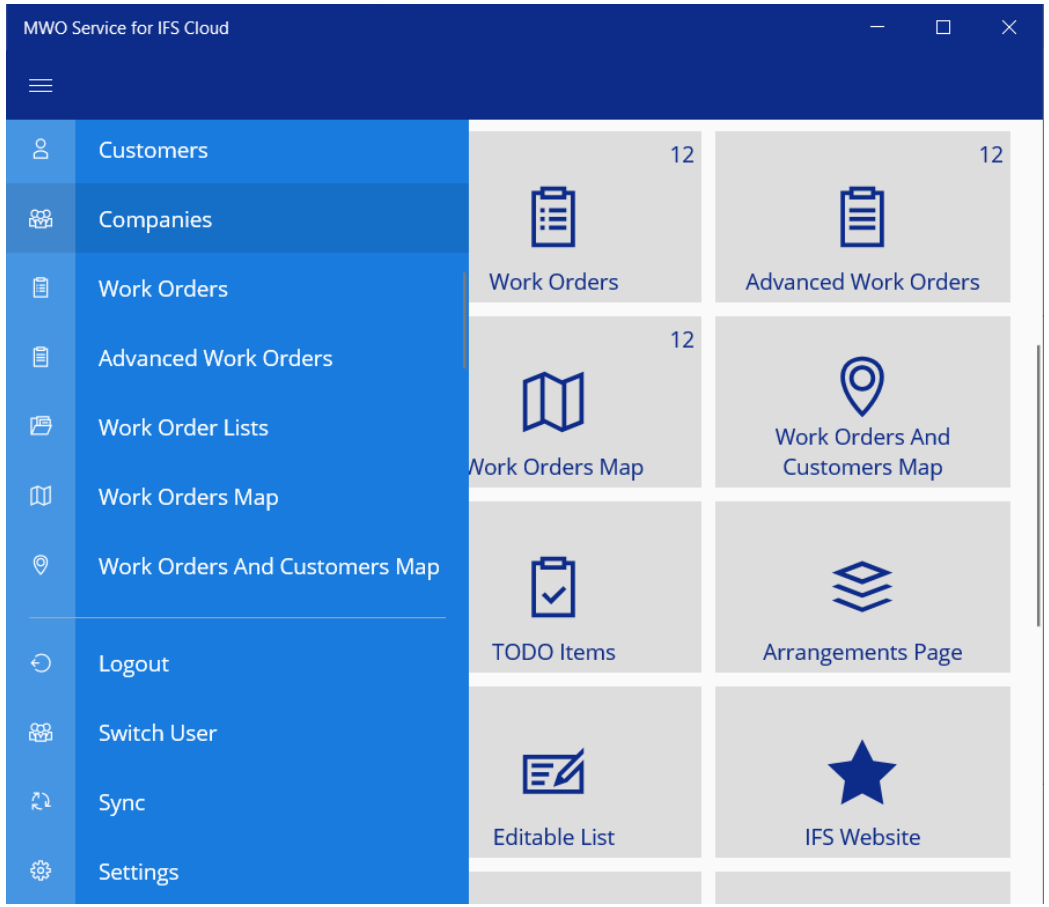
android



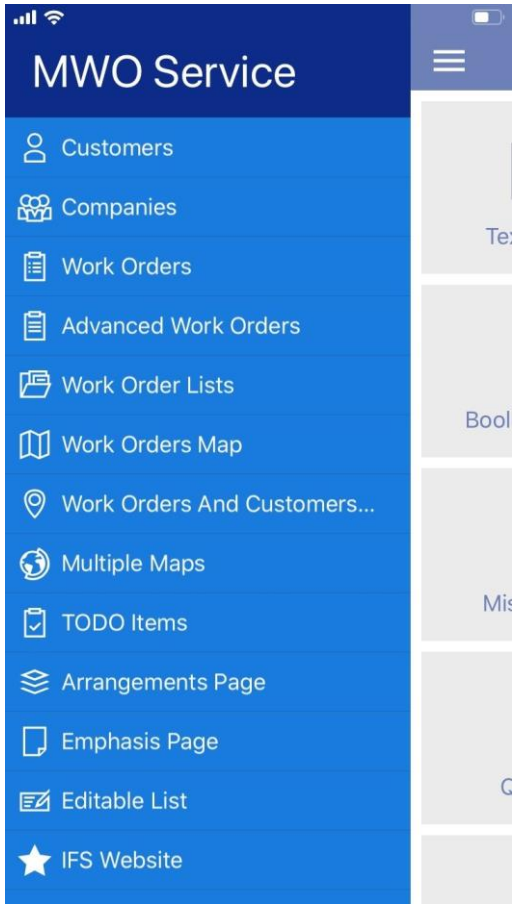
CUSTOMER BRANDING

SOLUTION: AFTER

Windows



iOS



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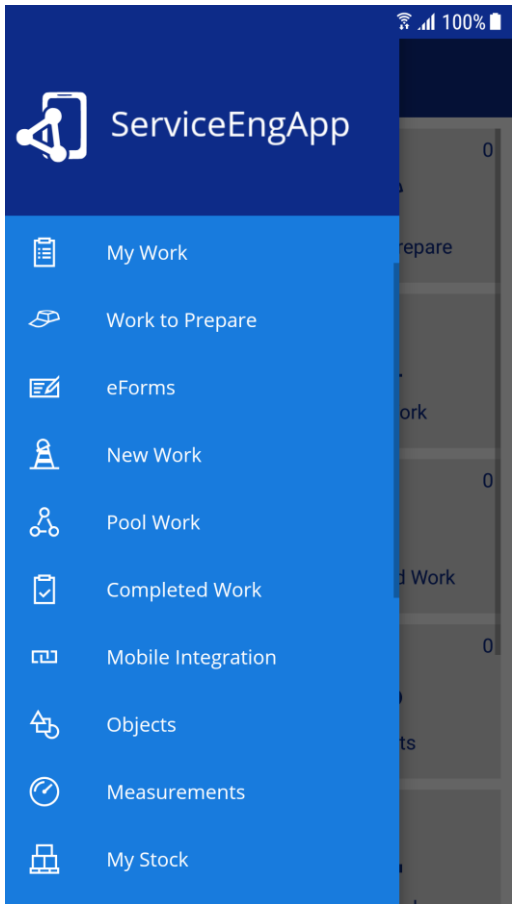

CUSTOMER BRANDING

SOLUTION

- For detailed information on the Customer Branding solution in Aurena Native view the “IFS Aurena Native: Customer Branding” training session

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