

# 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

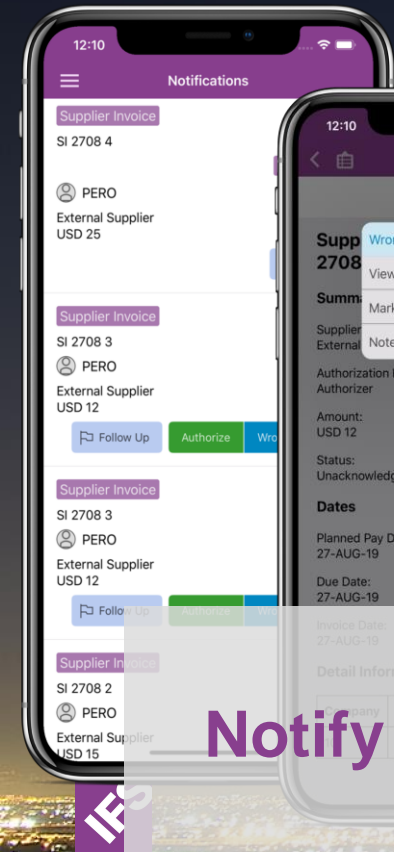
- Fast mobile experience
- Great interface and design
- Easy to manage infrastructure
- Secured by design
- Fully-configurable

# OVERVIEW IFS AURENA NATIVE

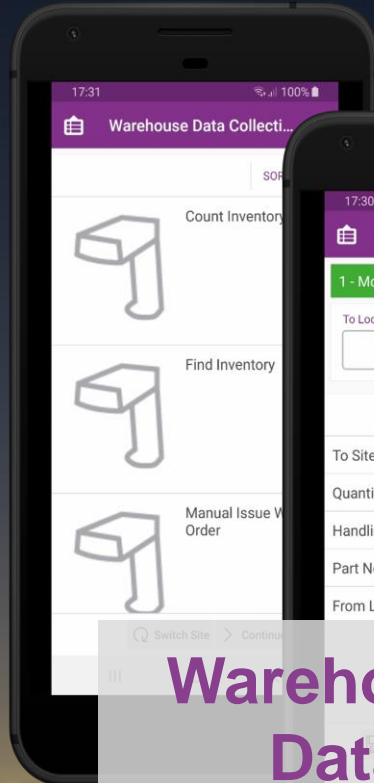
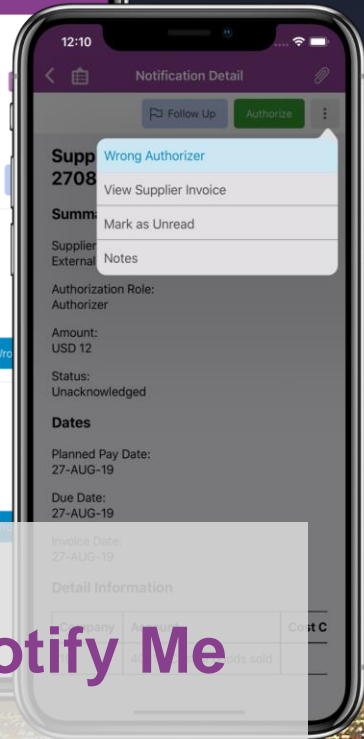
## AVAILABLE APPS



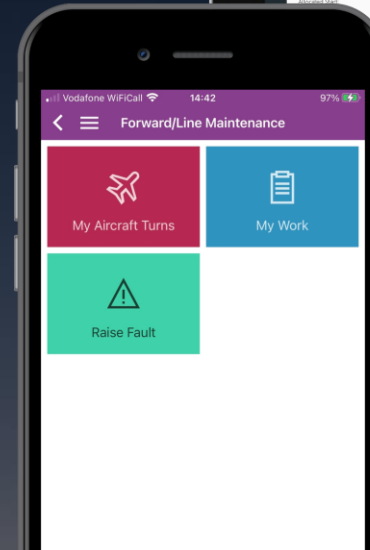
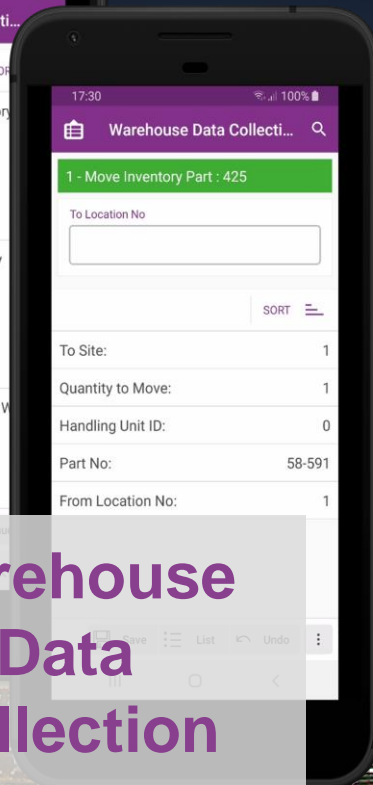
Mobile Work  
Order for  
Maintenance



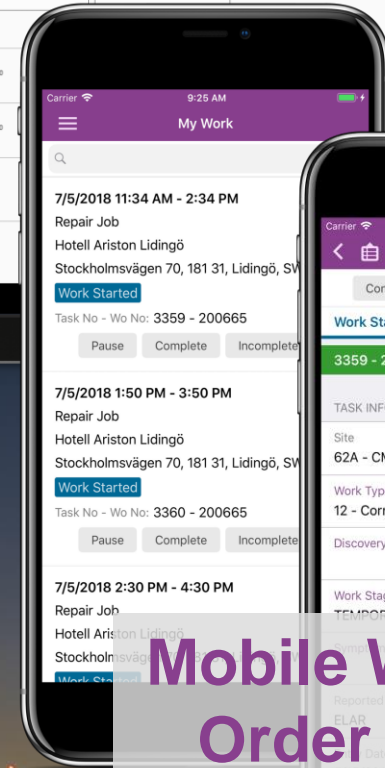
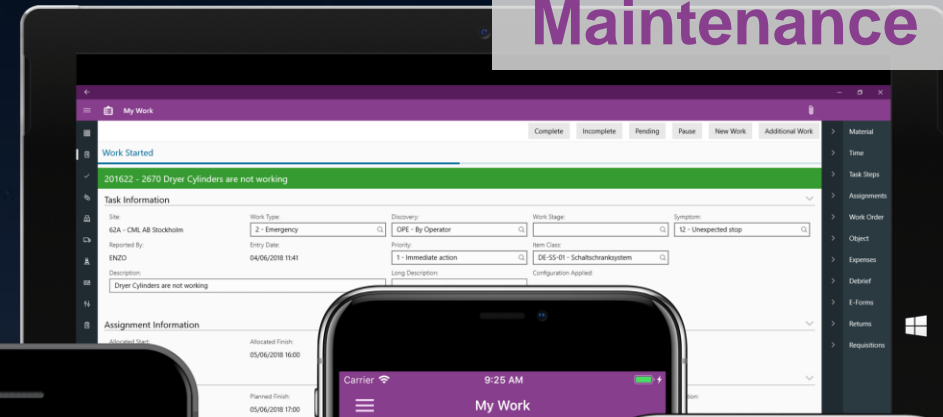
Notify Me



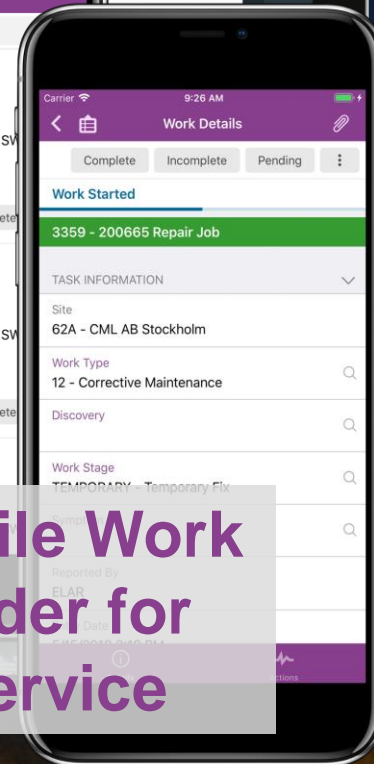
Warehouse  
Data  
Collection



Forward Line  
Maintenance



Mobile Work  
Order for  
Service





# OVERVIEW IFS AURENA NATIVE

USING AURENA NATIVE APPS



**MOBILE EXPERIENCE**

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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



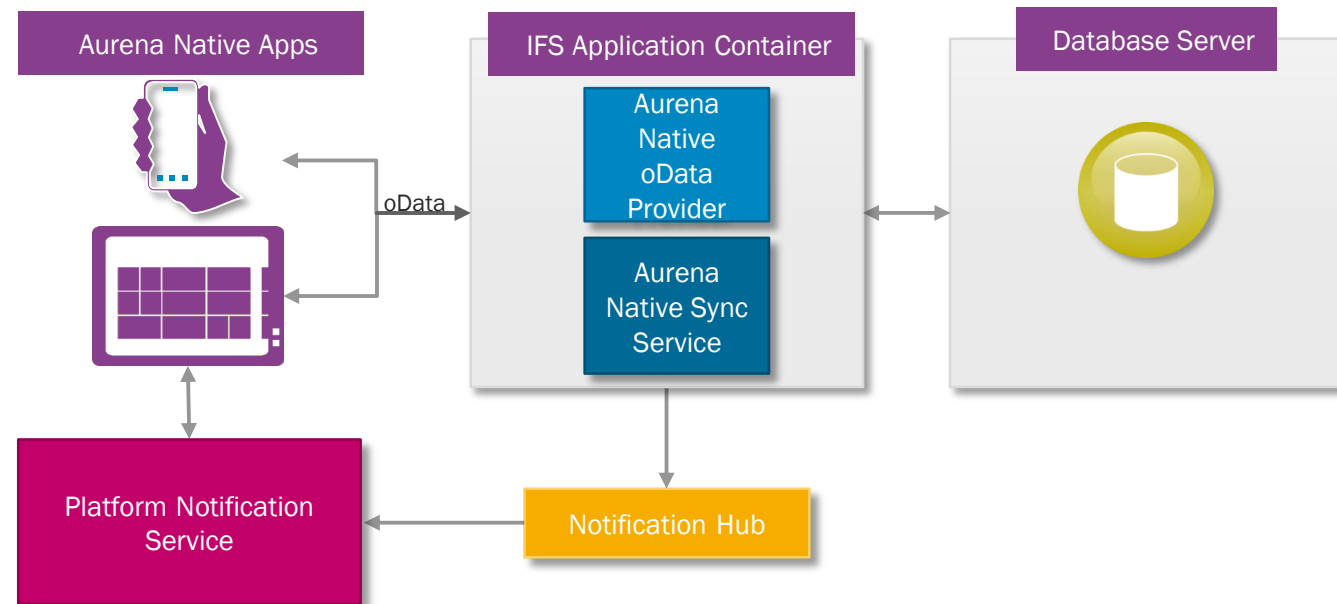
AURENA NATIVE ARCHITECTURE

**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





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

The screenshot displays the IFS Aurena Native User Security interface. The top navigation bar is purple with icons for navigation, home, and search. The user's name, James Ashmore, is visible in the top right corner. The breadcrumb trail indicates the current location: Solution Manager > Security > Permission Sets > Permission Set > Projections. The main content area is titled 'Projections' and shows the 'MOBILE\_SECURITY' permission set. A table of 'Granted Projections' is displayed, listing four projections: EquipmentHandling, MaterialHandling, QuotHandling, and ServiceEngApp. Each row includes a checkbox, a name, a description, the number of pages, the access level, the category, and the component.

	Name	Description	No of Pages	Access Level	Category	Component
<input type="checkbox"/>	EquipmentHandling	Put some useful description here ...	M...	Custom	Users,NativeM	MWO
<input type="checkbox"/>	MaterialHandling	Put some useful description here ...	M...	Custom	Users,NativeM	MWO
<input type="checkbox"/>	QuotHandling	Service Quotation Projection	No...	Custom	Users,NativeM	MWO
<input type="checkbox"/>	ServiceEngApp	Service Engineer Projection	M...	Custom	Users,NativeM	MWO

# USING AURENA NATIVE

## USER SECURITY EXAMPLE

- Granting AURENA\_NATIVE\_RUNTIME functional role in structure to Permission Set

The screenshot displays the IFS Solution Manager Security interface. The left sidebar contains a navigation menu with items: Projections, Lobby Pages, Workflows, Quick Reports, Database Tasks, DatabaseTaskChains, System Privileges, Grant Structure (selected), Users Granted, and less... The main content area is titled 'Grant Structure' and shows the 'MOBILE\_SECURITY' permission set. The 'Type' is 'End User Role'. Below this, there are sections for 'Granted Permission Sets Diagram', 'Grantees Diagram', and 'Granted Permission Sets'. The 'Granted Permission Sets' section shows a table with one entry: 'AURENA\_NATIVE\_RUNTIME' with the description 'Role needed for IFS Aurena Native End User'.

Permission Set	Type
MOBILE_SECURITY	End User Role

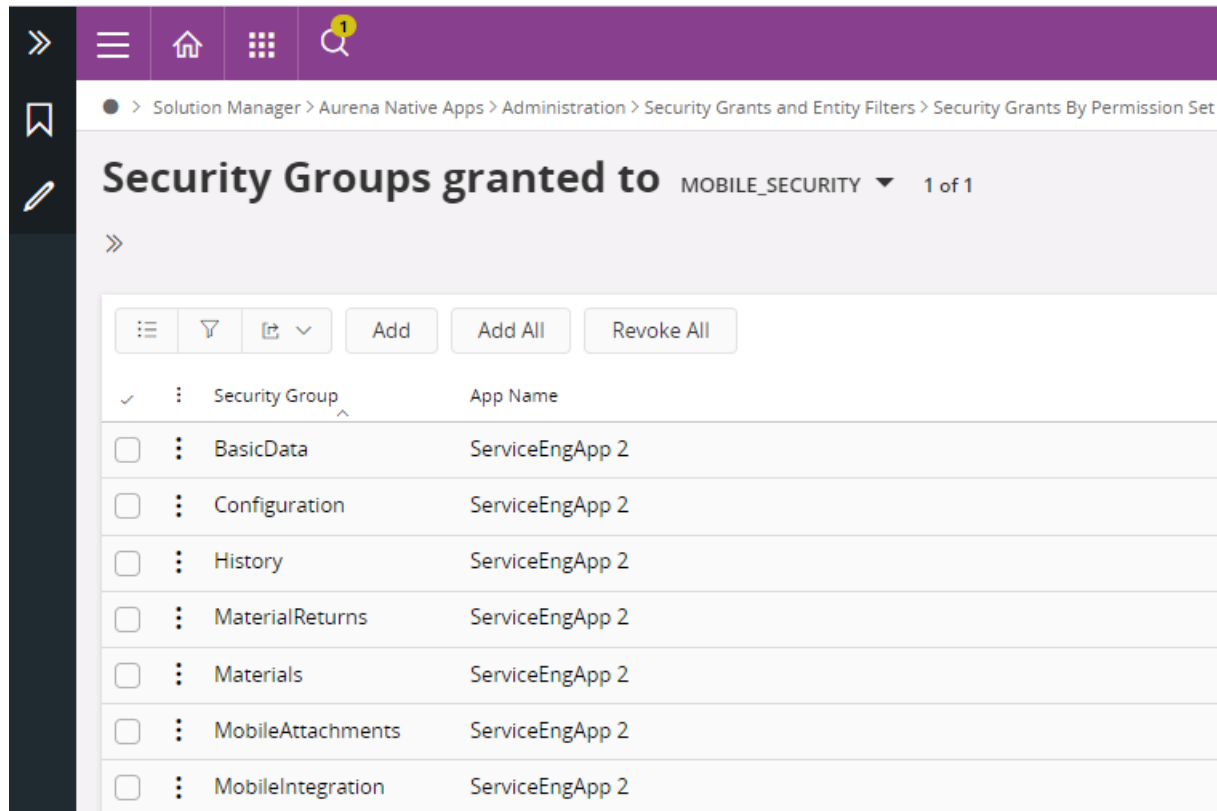
  

Permission Set	Description
AURENA_NATIVE_RUNTIME	Role needed for IFS Aurena Native End User

# USING AURENA NATIVE

## USER SECURITY EXAMPLE

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



The screenshot displays the IFS Solution Manager interface. The top navigation bar is purple with icons for navigation, home, app grid, and search. The breadcrumb trail indicates the path: Solution Manager > Aurena Native Apps > Administration > Security Grants and Entity Filters > Security Grants By Permission Set. The main heading is 'Security Groups granted to' followed by a dropdown menu showing 'MOBILE\_SECURITY' and '1 of 1'. Below this, there are buttons for 'Add', 'Add All', and 'Revoke All'. A table lists the security groups granted to the app, with columns for a checkbox, the security group name, and the app name.

✓	Security Group	App Name
<input type="checkbox"/>	BasicData	ServiceEngApp 2
<input type="checkbox"/>	Configuration	ServiceEngApp 2
<input type="checkbox"/>	History	ServiceEngApp 2
<input type="checkbox"/>	MaterialReturns	ServiceEngApp 2
<input type="checkbox"/>	Materials	ServiceEngApp 2
<input type="checkbox"/>	MobileAttachments	ServiceEngApp 2
<input type="checkbox"/>	MobileIntegration	ServiceEngApp 2



# 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

» > Solution Manager > Aurena Native Apps > Administration > Security Grants and Entity Filters > App Details

### Details for ServiceEngApp 2 1 of 1

»

ENTITY FILTERS **BY ENTITY** SECURITY GRANTS SECURITY GRANT FILTERS

Entity: WorkType

Columns

⋮ ⋮ ⋮

⋮ Attribute Name

⋮ DESCRIPTION

⋮ WORK\_TYPE\_CATEGORY

⋮ WORK\_TYPE\_ID

Entity Filters

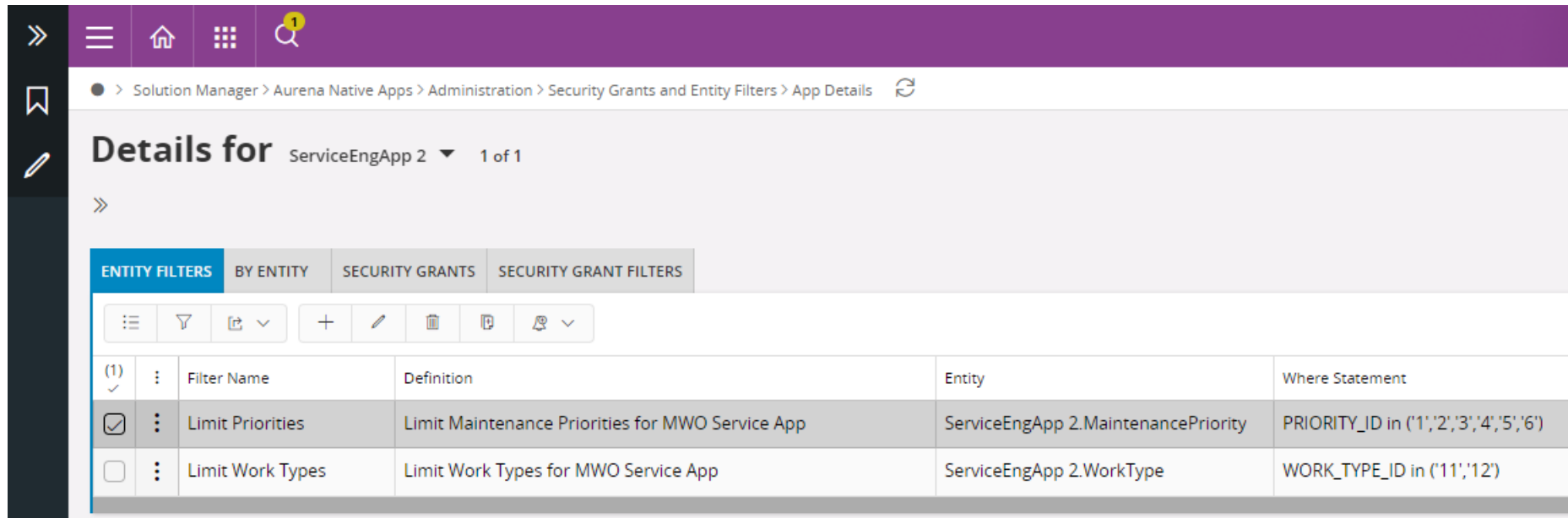
⋮ ⋮ ⋮ + ✎

✓	⋮	Filter Name	Definition	Where Statement
<input type="checkbox"/>	⋮	Limit Work Types	Limit Work Types for MWO Service App	WORK_TYPE_ID in ('11','12')

# USING AURENA NATIVE

## ENTITY FILTER EXAMPLE

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



The screenshot displays the 'App Details' page for 'ServiceEngApp 2' in the 'Administration > Security Grants and Entity Filters' section. The 'ENTITY FILTERS' tab is active, showing a table of filters. The table has columns for 'Filter Name', 'Definition', 'Entity', and 'Where Statement'. Two filters are listed: 'Limit Priorities' (checked) and 'Limit Work Types' (unchecked).

	Filter Name	Definition	Entity	Where Statement
<input checked="" type="checkbox"/>	Limit Priorities	Limit Maintenance Priorities for MWO Service App	ServiceEngApp 2.MaintenancePriority	PRIORITY_ID in ('1','2','3','4','5','6')
<input type="checkbox"/>	Limit Work Types	Limit Work Types for MWO Service App	ServiceEngApp 2.WorkType	WORK_TYPE_ID in ('11','12')

# USING AURENA NATIVE

## ENTITY FILTER EXAMPLE

- Connect Entity Filter to Permission Set

The screenshot displays the IFS Solution Manager interface. The top navigation bar is purple with icons for navigation and search. The breadcrumb trail indicates the path: Solution Manager > Aurena Native Apps > Administration > Security Grants and Entity Filters > Security Grant Filters by Entity Filter. The main content area is titled "Security Grants using Limit Work Types". On the left, a sidebar lists two filters: "Limit Priorities" and "Limit Work Types". The "Limit Work Types" filter is selected and highlighted. The main area shows a table of security grants. The table has columns for a checkbox, a vertical ellipsis, "Permission Set", "Description", "Security Group", and "App Name". One row is visible with the permission set "MOBILE\_SECURITY", description "Gives access to Aurena Native Apps to n", security group "BasicData", and app name "ServiceEngApp 2".

Sort by ▾

Limit Priorities  
Enti... ServiceEngApp 2.MaintenancePri...  
Limit Maintenance Priorities for MWO Se...

Limit Work Types  
Entity: ServiceEngApp 2.WorkType  
Limit Work Types for MWO Service App

Security Grants using Limit Work Types ▾

«

☰ ☿ ☒ ▾ Add Add All Remove All

✓	⋮	Permission Set	Description	Security Group	App Name
<input type="checkbox"/>	⋮	MOBILE_SECURITY	Gives access to Aurena Native Apps to n	BasicData	ServiceEngApp 2



The background of the slide is a blurred photograph of a person's hands holding a smartphone. The hands are positioned in the center, with the fingers gripping the device. The background is out of focus, showing soft blue and green tones.

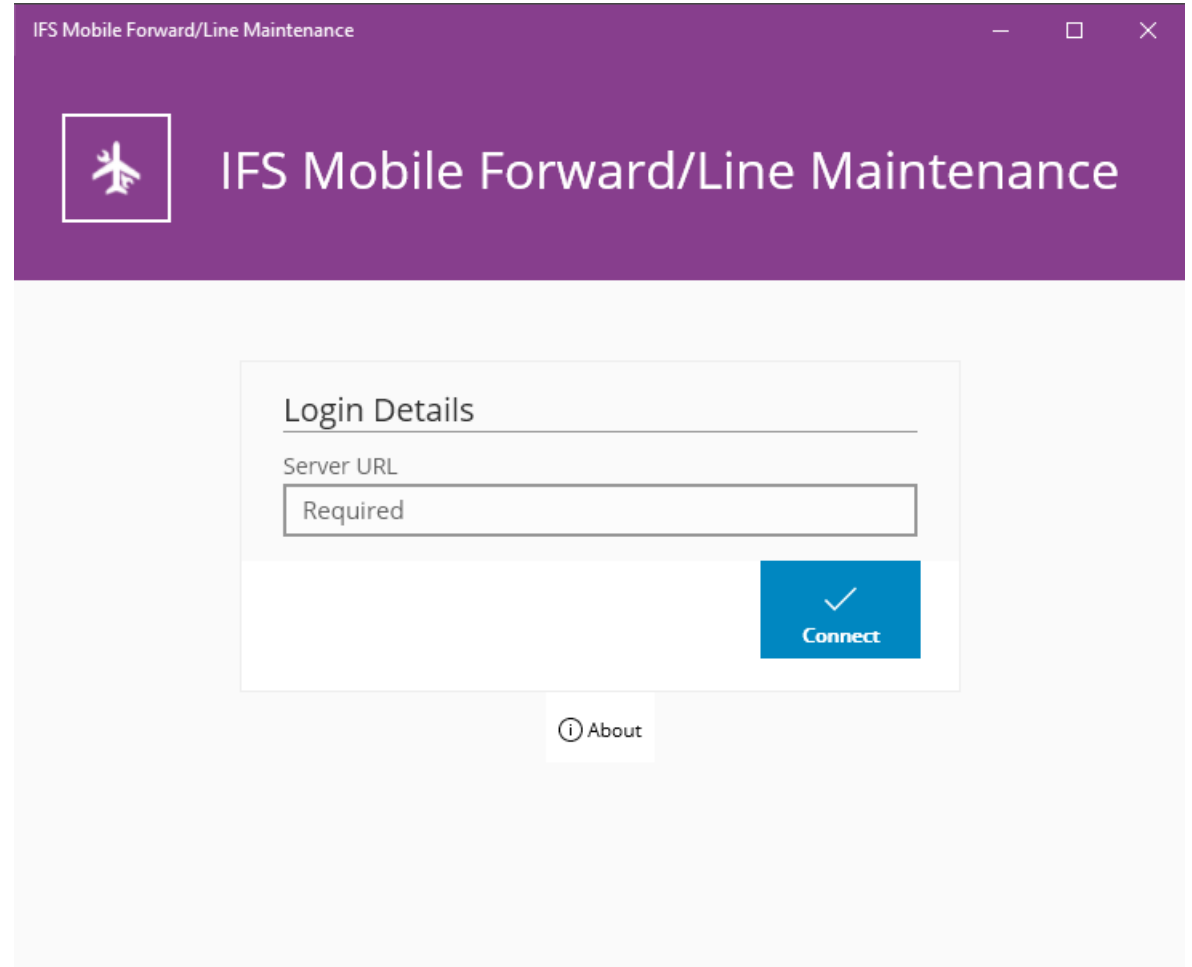
USING AURENA NATIVE

**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



The screenshot shows a window titled "IFS Mobile Forward/Line Maintenance". The window has a purple header bar with the IFS logo (a white airplane icon in a square) and the text "IFS Mobile Forward/Line Maintenance". Below the header, the main content area is light gray. It features a "Login Details" section with a "Server URL" label and a text input field containing the word "Required". To the right of the input field is a blue button with a white checkmark and the text "Connect". Below the "Login Details" section, there is a small white button with an information icon and the text "About".

# OVERVIEW IFS AURENA NATIVE

CONFIGURATION & CUSTOMIZATION



**MOBILE EXPERIENCE**

**IFS CLOUD – 21R1**

# 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**

**IFS CLOUD – 21R1**

# 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

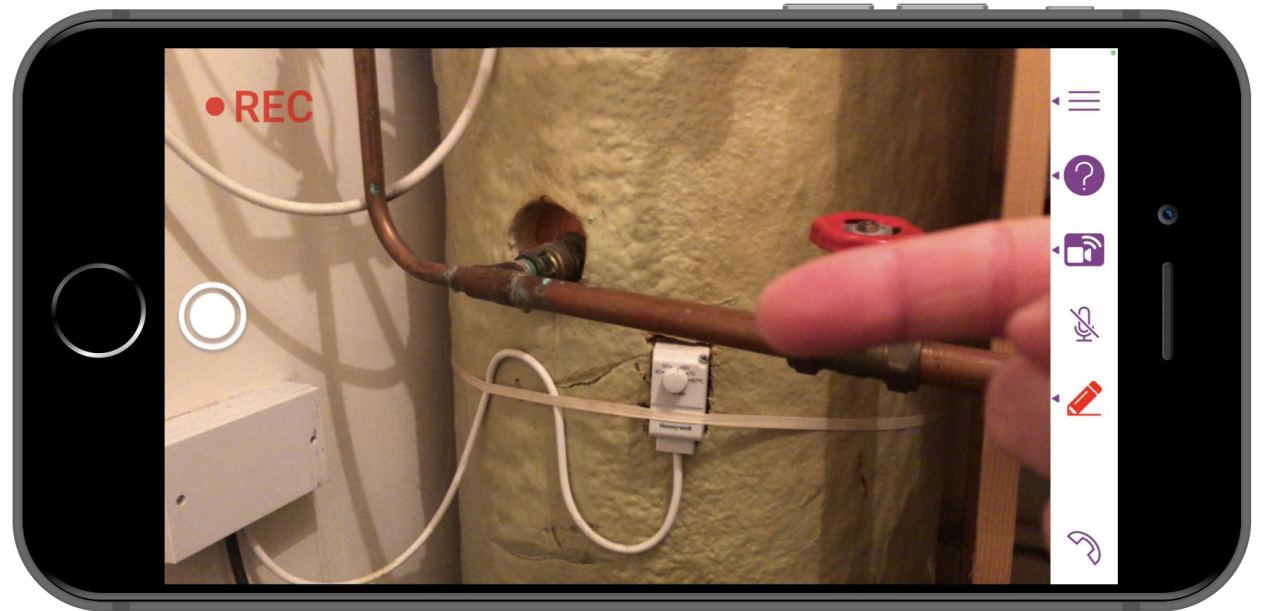
- Embed the Remote Assistance solution by Help Lightning (3<sup>rd</sup> party supplier) into Aurena and Aurena Native to enable augmented video calls



# 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



A world map with a topographic color scheme, showing landmasses in shades of green, yellow, and brown, and oceans in light blue. The map is centered on the Atlantic Ocean.

# 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

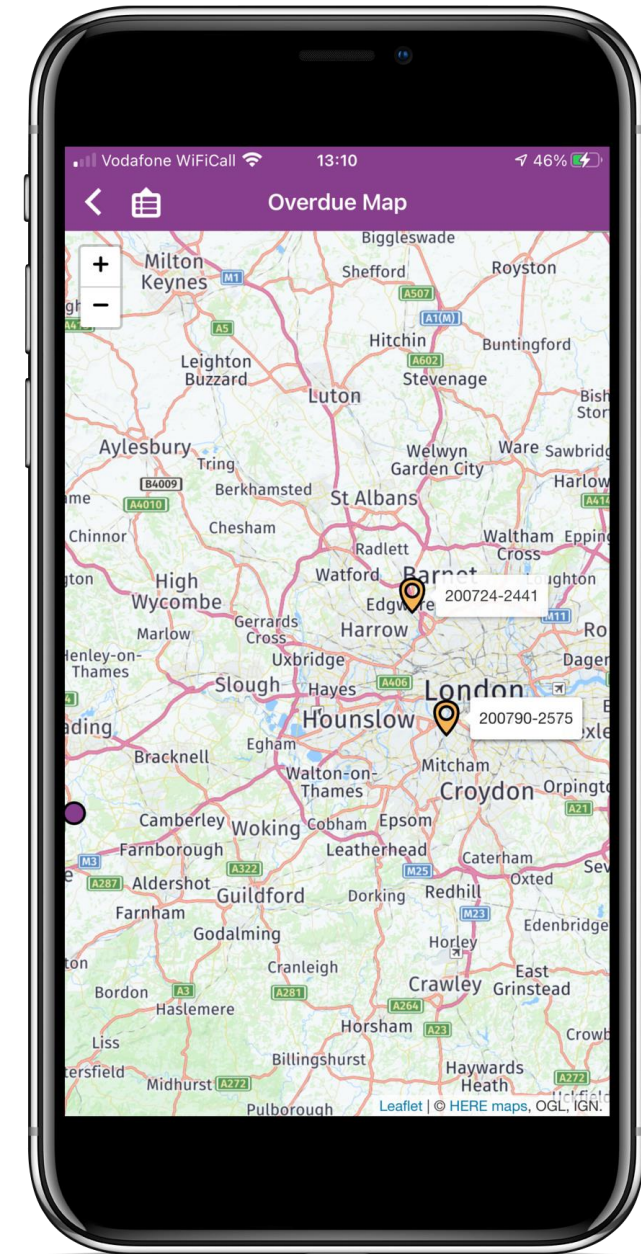
## CONCEPT

- 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





A background image showing a racing team celebrating. Several team members in purple and black racing suits are visible, with their arms raised in the air. The scene is set outdoors, likely at a racetrack, with a blurred crowd in the background.

CUSTOMER BRANDING

**OVERVIEW**

# CUSTOMER BRANDING

## BACKGROUND

- Customers wish to brand their 3<sup>rd</sup> 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



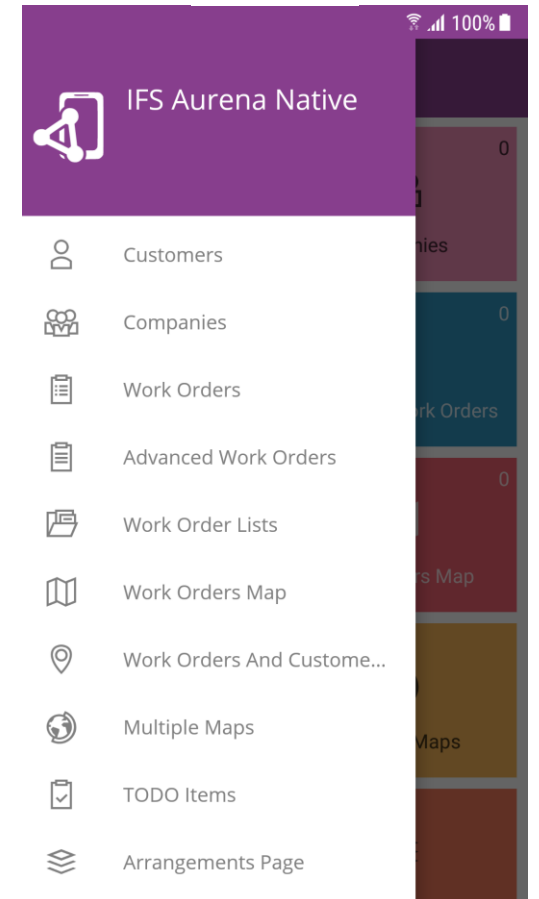
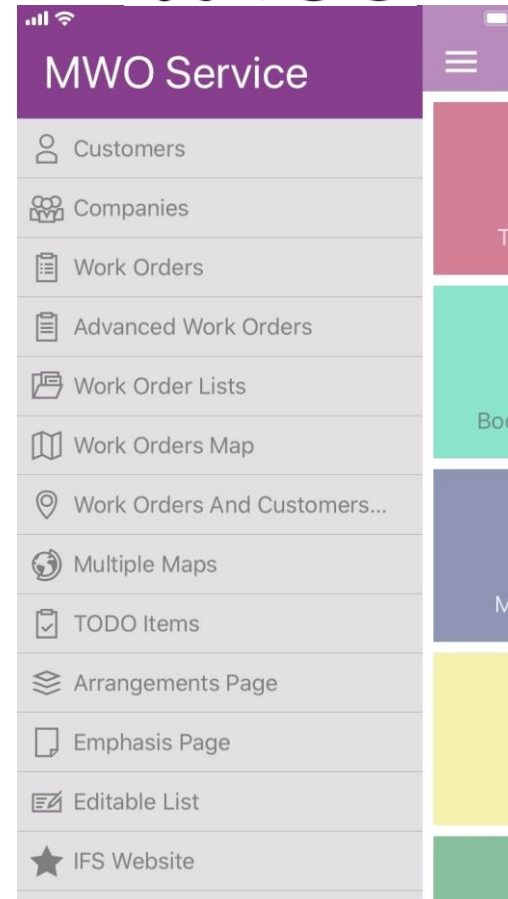
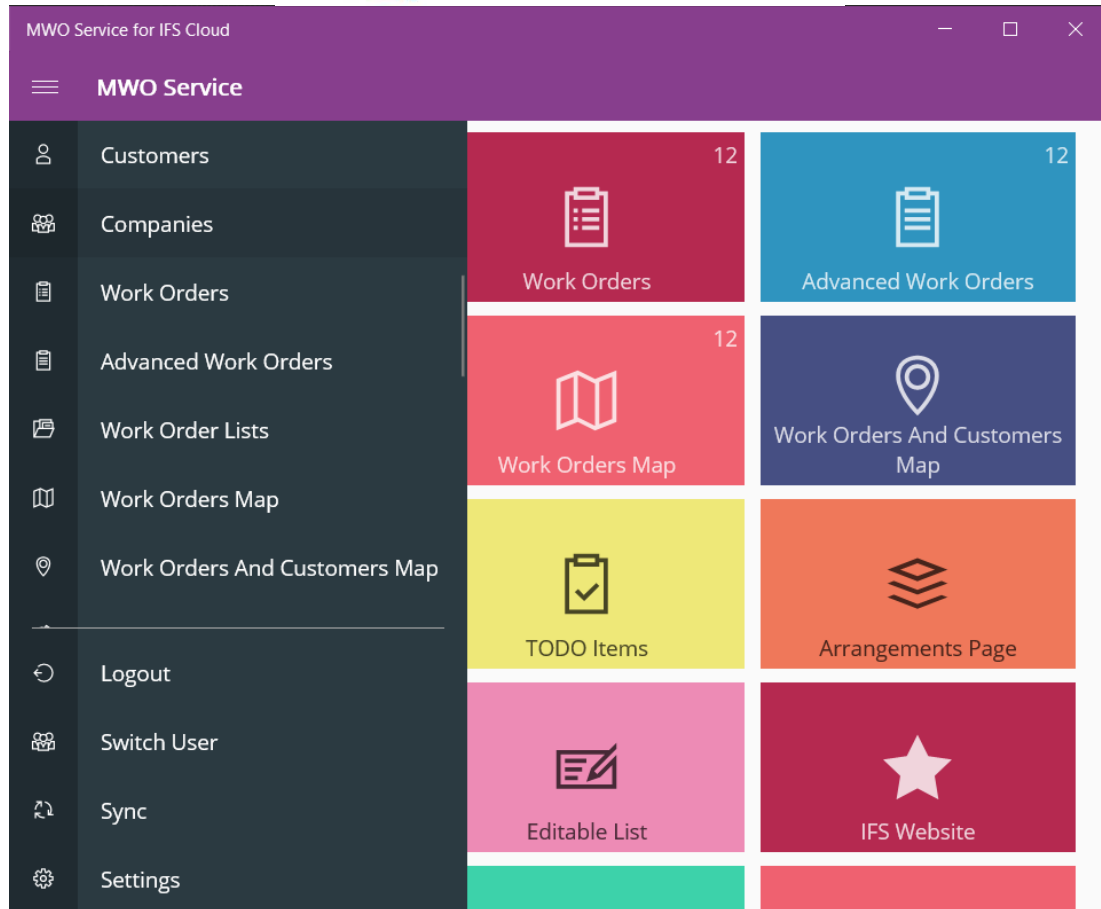
# CUSTOMER BRANDING

## 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

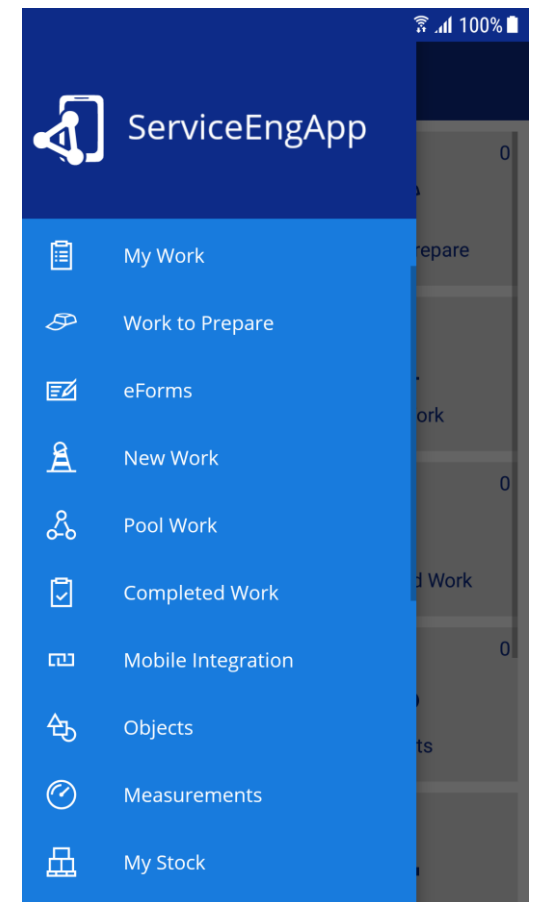
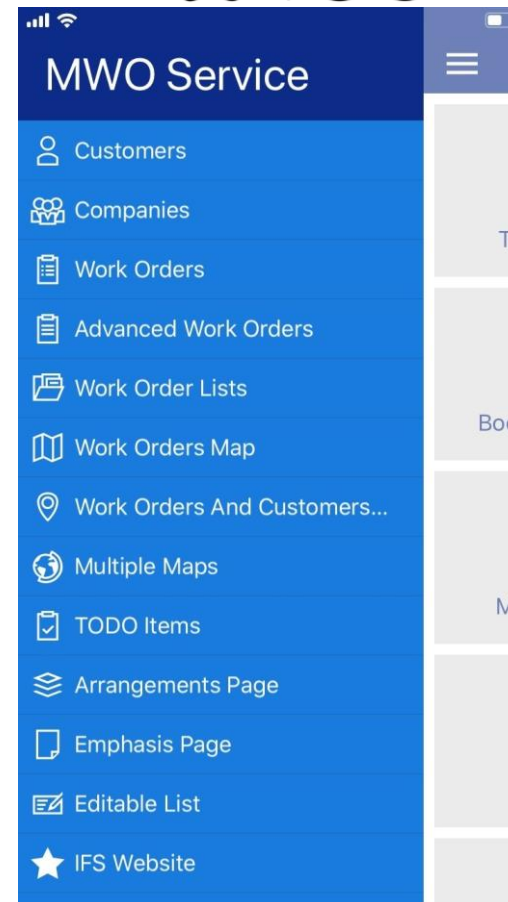
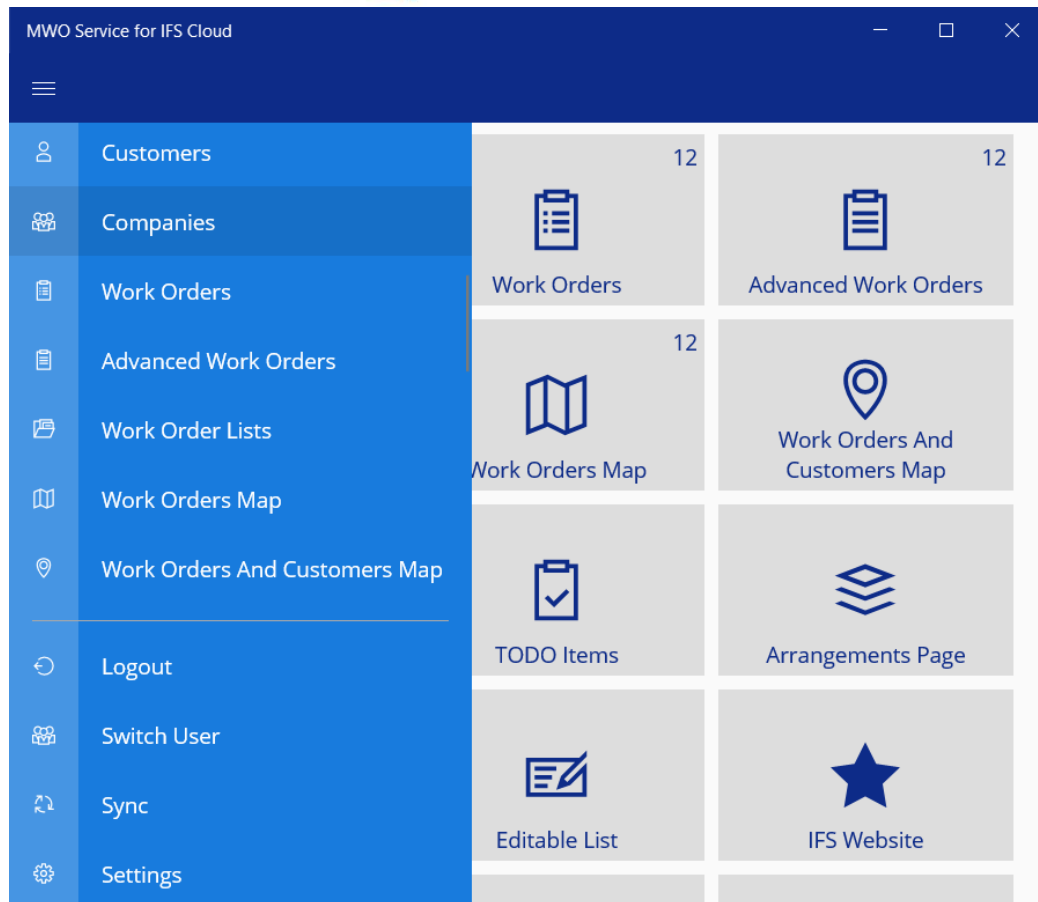
# CUSTOMER BRANDING

## SOLUTION: BEFORE



# CUSTOMER BRANDING

## SOLUTION: AFTER



# CUSTOMER BRANDING

## SOLUTION

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



**#forthechallengers**