# CHANGEPOINT MOBILE BOOSTS USER ADOPTION AND BUSINESS INSIGHT WITH TABLETS AND SMARTPHONES

As a busy technology professional, you spend your days on the go, not sitting behind a desk, and your PSA/PPM solution should be just as mobile as you are.

As services organizations seek new ways to keep remote employees engaged and connected, mobile solutions are paving the way for improved operational insight and efficiency.

These organizations are using new technologies more frequently to allow their employees to remain connected to applications that enable them to work more effectively. With fewer and fewer employees stationed at fixed locations, the need for reliable, dynamic and virtualized connection is crucial. To keep pace with this growing trend, organizations must contemplate strategies and solutions that take into account a wide range of user behaviors and technology requirements, including the use of mobile devices.

Without reliable access to critical enterprise applications, remote workers are seldom able to perform the full scope of their duties. For services, information technology and product management professionals, a lack of visibility into task changes, resource requests and other related data can significantly affect the success of assigned projects. Changepoint's mobility solution enables users to connect to Changepoint using tablets or smartphones, permitting employees mobile access to the information, reports and approval rights they require when they require it.
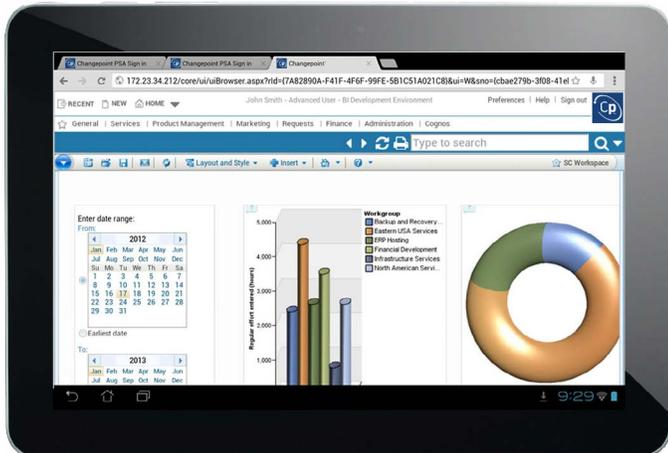
MOBILITY ADVANTAGES FOR THE EXECUTIVE

For busy executives on the go, having key data at their fingertips is critical. Access to dashboards, portlets and portals give them the visibility to key organizational, revenue and cost-based information that is essential to managing their businesses.

MOBILITY ADVANTAGES FOR SERVICES CONSULTANTS

For services consultants who live on the road, the tablet is the tool they need. Mobile devices help services team members working on customer sites stay connected to the business and manage daily tasks such as time and expense management.

As part of the time entry capabilities on the tablet, users can populate timesheets automatically with all active tasks to provide ease of use when identifying the assignments and providing the appropriate accounting for the work they are doing.

MANAGE SERVICES BUSINESS WHERE IT HAPPENS WITH CHANGEPOINT MOBILE

Today's mobile business world won't wait for you and your services team to play catch up. You — and they — need constant and instant access to data around projects, resources and products. Changepoint's mobile solution can ensure your people work smarter and faster, no matter where they are.

Change**point**™

EASE OF CONNECTIVITY

Changepoint's mobile client is implemented easily and requires no additional new feature assignments for existing users. Changepoint can be accessed through a multitude of mobile web browsers and requires only a single set of configured sign-in credentials. The mobile environment features a simple and intuitive user interface, highlighted by a convenient home-page menu.

EASE OF USE

Changepoint provides users with a consistent and intuitive experience, featuring menu tabs that allow for quick navigation between key areas in the application. Information is displayed in a format that is easy to navigate and native to the browser on the device, making it simple to create, edit and submit data.

A FRAMEWORK FOR CUSTOMER LIFECYCLE MANAGEMENT

Changepoint gives services organizations the necessary framework to gain insight into daily operations and drive efficiency across the entire enterprise. Changepoint's mobile solution provides similar functionality, ensuring remote staff members can collect, approve and report on the information and responsibilities assigned to them.

CHANGEPOINT MOBILE FUNCTIONALITY

For the mobile workforce, an important aspect of organizational success is the ability of the mobile user to be able to provide key organizational, revenue and cost-based information in a timely fashion.
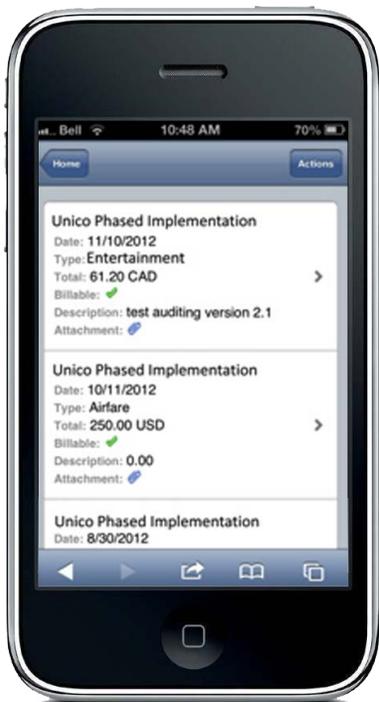
Included in the smartphone interface are:

EXPENSE MANAGEMENT

- Expense entry
- Expense attachment
- Expense report creation
- Offline Excel expense entry (API required)

REMINDERS

- Ability to action important links such as time, expense or workflow approvals

TIMESHEET

- Enter, view and drill down into time entries at various levels.

TASKS

- Manage tasks through assignment notifications, task profile updates and task status reports.

ASSIGNED AND INITIATED REQUESTS

- View and act on various assigned requests, including support and issue management tickets.
- View and act on assigned and initiated requests.

REMINDERS

- Utilize prompts and reminders for action time, expense entries or workflow approvals.

QUICK SEARCH

- Quickly find assigned or initiated requests and tasks.

"When we first heard that Changepoint was releasing a mobility client, we were very excited as our Global Services Organization has been looking for this for a long time."

— Keith Roberts, Senior Enterprise Systems Analyst, QAD

CHANGEPOINT MOBILE USE CASES

No matter what your role, Changepoint's mobility solution offers the Changepoint mobile client a robust set of features to help you do your job better.

EXECUTIVES

- View and track performance metrics with easy access to dashboards.

- See portfolio and budget changes in real time.

PROFESSIONAL SERVICES CONSULTANTS

- Enter time and status updates.

- Enter expense line items and reports, including attachments.

- Participate in workflows.

- Manage project-level actions and approvals.

SERVICE DESK

- Manage internal service requests across multiple departments.

- Streamline desktop support services.

RESOURCE MANAGERS

- Approve resource requests remotely.

- Address demand and capacity management issues.

ABOUT CHANGEPOINT

Changepoint allows technology companies to maximize professional services profitability while maintaining a focus on effective product decisions and delivery. Changepoint's integrated solution marries Professional Services Automation (PSA) with Project Portfolio Management (PPM) to provide total operational visibility, allowing product-centric technology companies to drive services growth with strong margins, deliver a competitive product and services mix for high ROI, and maintain top-line revenues and bottom-line profitability.

ABOUT CHANGEPOINT

Changepoint manages critical customer business processes allowing technology services and IT teams to deliver more customer value, make smarter business decisions, and achieve new efficiencies, while operating with strong financial acumen. Recognized year over year as a market leader, Changepoint's professional services automation and project portfolio management software is relied upon by leading technology companies, and service focused IT organizations worldwide. Changepoint is headquartered in Toronto, Canada.

Stay Informed and Connected Online
Stay connected with Changepoint: www.changepoint.com or on social media.