

SDEMobile Scanner is a centralized Barcode and RFID solution for BMC® Service Desk Express.

Take control of your organization's assets and reduce costs with SDEMobile, the power to act at the point of business.



Asset Management at your Fingertips

SDEMobile Scanner offers a powerful centralized asset management and reporting solution for BMC® Service Desk Express, a leading service management application.

With SDEMobile Scanner, your organization is able to maintain an accurate asset inventory with our fully configurable hand-held devices. From asset check-in through to location and ownership updates, the portable barcode scanner and RFID reader modules ensure the right information is available in the right place at the right time.

With offline access modes and optional encryption features, your field staff benefit from secure access to the information they need. Tailored audit reports, a central management console and a scalable framework ensure your solution develops as your requirements grow.

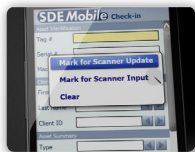
SDEMobile Scanner, accurate and scalable asset management at your fingertips.

The Solution

SDEMobile Scanner is a feature-rich mobile application based on the flexible SDEMobile framework. A summary of the key mobility features are listed below:

- **One-Click Check-In**

Build an accurate asset database via the easy to use check-in form. Select the type of asset to check-in, and proceed to scan the corresponding barcodes or RFID tags to create a full inventory of your asset types, locations, owners, etc... Serial numbers, asset tags and other relevant details are captured with a single scan.



- **One-Click Identify**

Instant access to full asset data is available via the Identify mobile form. Simply select the identifier field (e.g. asset tag) and scan the barcode or RFID tag to view the full asset data, including client records, vendor details, location, warranty expiry, etc...



- **One-Click Update**

The world is constantly changing, and so are your assets. Without a reliable method for tracking status updates, location changes and new owners, your asset database is soon out of date. With SDEMobile's Update feature, users select the data to be updated (e.g. new location), and proceed to scan the barcode or RFID tags for all assets in that location. Any changes are highlighted via an optional popup message.



- **Offline Mode**

The on-board mobile database holds a mirror copy of the service desk data, ready for use in areas of low network coverage. Updates carried out while working Offline are stored in the mobile Outbox ready to "Send and Receive". The auto-sync feature keeps the mobile and service desk data in up to date.

- **Configurable Forms**

All forms and lists are configurable via SDEMobile's mobile editor. Configuration updates are automatically sent to all connected mobile devices as part of the send and receive process. Structural service desk updates are transparently distributed, replicating the server structure onto the mobile database.



- **BMC® Service Desk Express Integration**

SDEMobile's seamless integration with BMC® Service Desk Express and it's pre-configured mobile applications provide an asset management environment that is ready to use in minutes. Access to customer and asset modules are further defined via SDEMobile's Administration Portal, providing a centralized mobile asset management solution.

Out-of-the-Box Applications

SDEMobile's configurable forms and wide range of compatible devices enable a multitude of mobile implementations. The available pre-configured applications are listed below. Further applications may be defined via SDEMobile's Administration Portal.

- **Asset Tracking and Auditing**

Easily audit assets in multiple locations thanks to SDEMobile's quick asset check-in and update functions. The customizable auditing forms provide a scalable and flexible asset management solution that grows with your organization's needs.

- **Return Merchandise Authorization (RMA)**

SDEMobile Scanner supports RMA process thanks to it's asset status tracking feature. Tight integration with BMC® Service Desk Express ensures assets are closely coupled with customer data. RMA requests are issued and processed directly on the mobile device or service desk forms.

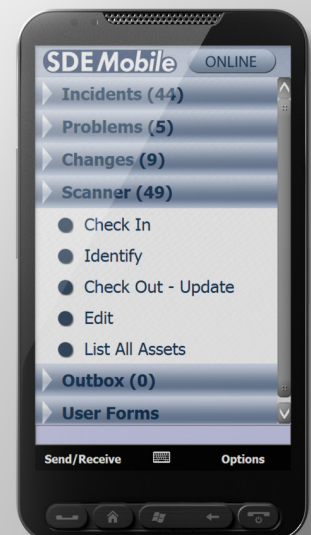
- **Event Attendance Management**

The Check-in, Identify and Update scanner features are applied to event attendees. Badges may be created based on pre-registration data, or printed at the door.

The Power to Act

SDEMobile Scanner changes the way we view asset management. Inventory audits and stock processing are now easily achievable thanks to SDEMobile's data management features.

Empower your staff, take control of your assets and reduce overall costs with SDEMobile, the power to act at the point of business.



Mobility Features

- **Offline Mode**
Service desk asset data may be viewed and updated from anywhere in the world, thanks to SDEMobile's On-line and Offline Modes. Users can now view, create and update assets without the need for constant network access.
- **Bulk Laser/CMOS Barcode and RFID tag Check-in**
Quickly check-in multiple assets into the Configuration Management Database via the Barcode Check-in scan form.
- **Click-and-Hold Bulk Asset Updates**
Click-and-hold asset update functionality makes updating multiple assets an easy task, requiring a single button press per asset.
- **Single-scan asset identification**
Easily identify assets with a single scan. View Configuration Item details at the touch of a button, including service history, asset characteristics and location.
- **Verify Received Stock**
Verify receipt of stock from suppliers with the check-in and identify features.
- **Single-scan Links to Clients**
Link assets to Clients with a single scan using the update functionality.
- **Mobile Access to all CMDB Modules**
SDEMobile Scanner provides mobile access to the following modules (including custom fields): Configuration Item, CI Type, CI Category, Service Contract, Service History, Components, CI Characteristics, Configurations, Clients, Departments, Companies, Relationships, Services, Work Orders, Companies, Incidents (when combined with SDEMobile Incident Management), Problems (when combined with SDEMobile Problem Management) and Changes (when combined with SDEMobile Change Management)
- **Transparent Multi-Time zone Support**
SDEMobile time zone control ensures information entered by mobile users around the world is automatically translated to the local time zone for a truly global service desk implementation.
- **Signature Strip**
The SDEMobile Customer Signature Strip provides positive confirmation of asset delivery. Clients are able to sign directly on the device using a stylus enabled touch screen.



Security Features

Secure SSL Data Transfers

Communication between mobile devices and the server component can be secured with an optional SSL certificate, providing 128 bit encryption for all SDEMobile data transfers.

- **VPN Connectivity Support**
SDEMobile utilizes any existing VPN connections configured on the mobile device (where available), providing a tunnelling facility for service desks located behind a restricted firewall.
- **Intrusion Prevention**
The intrusion prevention module built into the SDEMobile server component blocks unwanted traffic by black-listing repeat invalid login attempts, detecting flood requests and preventing unauthorized access to the service desk portal. E-mail alerts and multiple levels of intrusion prevention provide a powerful configuration platform for security administrators.
- **On-Board Mobile Database Encryption**
The bundled SQL Server 2005 Compact Edition (Windows Mobile devices only) provides a secure platform for mobile data encryption.

Connectivity and Synchronization

- **Direct Synchronization with HQ Server**
SDEMobile's synchronization engine is not restricted to "cradled" PC synchronization. The mobile device communicates directly with the SDEMobile server via industry standard Web Service protocols, thus removing the need for desktop and laptop PCs for service desk access.
- **Wi-Fi, GPRS, HSPDA and Cradled Connectivity**
SDEMobile communicates with the Service Desk via the Internet, Intranet or desktop cradle via any network connection available on the mobile device, including Wi-Fi, GPRS, and HSDPA.
- **One-Touch Mobile Synchronization**
Mobile service desk data and structure updates are easily synchronised by pressing the "Send & Receive" button.

Configuration Features

- **Central Administration Portal**
SDEMobile administrators have access to a powerful and fully featured administration portal. Forms, layouts, labels, field parameters, security settings and licenses are all centrally configured via the server portal, allowing mobile users to concentrate on the work at hand.
- **Select Field and Tables Available for Mobile Use**
Specific service desk modules and fields may be selected for access by SDEMobile users. Easily control the fields and records available on mobile devices via the central administration console.
- **Automatic Mobile Structure Updates**
Structural updates to the service desk and SDEMobile server configuration are automatically transmitted and distributed to SDEMobile users during the "Send & Received" process. The full service desk structure selected for offline use is transparently replicated onto the mobile device.

Supported Mobile Platforms

- Windows Mobile 2003 Software for Pocket PC
- Windows Mobile 5.0
- Windows Mobile 6.0
- Windows Mobile 6.1
- Windows Mobile 6.5

Note: Between 10Mb and 40Mb of available mobile storage space is required (based on processor type and components installed).

Supported Server Platforms

- Microsoft Windows Server 2003, Standard Edition SP1
- Microsoft Windows Server 2003, Enterprise Edition SP1
- Microsoft Windows Server 2003, Datacenter Edition SP1
- Microsoft Windows Server 2003 R2, Standard Edition
- Microsoft Windows Server 2003 R2, Enterprise Edition
- Microsoft Windows Server 2003 R2, Datacenter Edition
- Microsoft Windows Server 2008 Enterprise
- Microsoft Windows Server 2008 Datacenter
- Microsoft Windows Server 2008 Standard
- Microsoft Windows Server 2008 Web

Note: Microsoft .Net Framework v3.5 is required and bundled with the SDEMobile installation.

Supported Service Desk Platforms

- BMC® Magic 7.5.1
- BMC® Magic 7.5.3
- BMC® Magic 8.x
- BMC® Service Desk Express v9.x
- BMC® Service Desk Express v10

Note: SDE v9.8 or above with Web Services recommended

Supported Scanners

- Honeywell Dolphin® 9900
- Honeywell Dolphin® 7850
- Honeywell Dolphin® 6100
- Honeywell Dolphin® 7600
- Unitech PA600
- Socket - Cordless Hand Scanner Series 7
- Socket - Cordless Ring Scanner Series 9
- Socket - SD Scan Card Series 3
- Socket - CF Scan Card Series 5
- Motorola MC35 Handheld Mobile Computer®
- Motorola MC55 Enterprise Digital Assistant (EDA)®
- Motorola MC70 Handheld Mobile Computer®
- Motorola MC75 3G Worldwide Enterprise Digital Assistant (EDA)®
- Motorola MC9090-G Handheld Mobile Computer®
- Motorola MC9090-G RFID Handheld Mobile Computer®
- Socket SoMo 650RX-M Data Collection Terminal

Note: Other Windows Mobile scanners with virtual-keyboard input may also be compatible, please contact your SDEMobile representative for details. Mobile device requires network connectivity to the SDEMobile Server for data synchronization.