



# mobileinformer

*Bringing Maximo Users Better Mobile Solutions*

## Benefits

- Ability to access all of the device features providing familiar UI leading to 100% user acceptance
- Fast performance eliminating lag time
- Simplifies business processes
- Leverages existing Maximo infrastructure and skills resulting in fast ROI
- Future proof mobility using native code base for iOS, Android, Windows

## Features

- End-to-end, highest-level security compliance
- Equal offline/online experiences
- Leverage existing Maximo infrastructure
- Native to the device
- Integration with the MIF
- Turn-key or purpose built apps



**Software Practice Accredited**  
IBM Maximo Asset Management

**Beacon Award**  
Finalist 2015

A recent Motorola survey indicates that seven in ten manufacturers view mobility as one key to converting down time into productive time with organizations seeing an average of 42 minutes per employee per day in increased productivity. Those benefits are only realized; however, when your workers adopt and embrace the mobile technology.

That's why Interloc developed the Mobile Informer platform.

## The Mobile Informer Platform

Better Maximo mobility. This is how our customers describe the Mobile Informer platform. Mobile Informer brings better mobile solutions to your enterprise – providing for 100% user acceptance.

Installed within minutes, the Mobile Informer platform sits inside Maximo; there is no need for additional dedicated middleware. And because Mobile Informer presents itself as just another Maximo application, there is no additional learning curve for your existing Maximo administrators. Your data is completely secure and encrypted all the way from the mobile device to Maximo, eliminating points of vulnerability.

From simple role-based, turn-key apps to purpose-built apps that afford you the ability to mobilize any Maximo process, add-on, or industry solutions, Mobile Informer is better mobility for Maximo.

If you want a solution that will satisfy all of your Maximo enterprise mobile requirements, you need Mobile Informer.

## Mobile Informer Architecture

Your IT department is already swamped; the last thing they need is more middleware to learn or maintain. That's why the Mobile Informer platform is built entirely within Maximo itself, using standard IBM Maximo development practices, and communicating with Maximo business objects. Maximo then manages all data transactions and system integrity as normal. No communication occurs directly with the database.

## Worried About Security? So Are We.

The Mobile Informer platform was built with security at the forefront. These are just some of the security features built into the Mobile Informer platform.

### **No additional servers; eliminating the number of times data is replicated and encrypted.**

Every time data passes between servers, a security risk is introduced, especially if that data isn't encrypted. While data might be encrypted from a mobile device to a mobile server, there is oftentimes a lack of encryption as data passes from that mobile server (due to an Java remote method invocation call (RMI) which cannot be secured) to your main Maximo database. Mobile Informer is different in that it does not need a separate mobile server, thereby encrypting data all the way from the mobile device to the Maximo server – eliminating replication and endpoint vulnerabilities.

### **Built to meet the highest-level security requirements.**

Mobile Informer can get you in compliance quickly. Mobile Informer supports all forms of multi-modal authentication. Multi-modal authentication requires more than one method of authentication to verify a user's identity for a login. For instance, logins could include a username and password alongside an additional request for information, such as an RSA key, a Personal Identification Verification (PIV) card, or a Touch ID security factor.

### **Includes remote mobile data management (MDM) capabilities.**

Mobile Informer has built in basic mobile device management (MDM) giving company administrators the ability to wipe all data in the event a mobile device is lost or stolen. Within the Mobile Informer application, administrators can even shut off an application or lock out a particular user if that user goes rogue. This feature also grants the ability to reset passwords and factory settings. This feature is very important for all pilots (prior to when your company's enterprise MDM has yet been applied) as well as smaller mobile implementations.

## Architecture at a Glance

- Sits inside of Maximo as a Maximo application; communicates with Maximo using Maximo business objects virtually future-proofing your mobility to upgrades
- Push-based architecture allows large numbers of records to be transmitted very quickly
- HTTP and HTTPS communication leverages MIF web services, provides full, seamless offline function, and supports standard IBM clustering and failover configuration
- Opportunistically pushes data in the background in real-time with no user intervention; purposely assumes application is offline

## Built For Offline. First.

What happens the first time a user cannot use their mobile app because they are offline? They either 1) stop using the app because they don't trust it or 2) call their IT department and vent because the app is "not working". Neither of these options makes for successful mobility.

Because Mobile Informer assumes that the application is always offline, it opportunistically synchronizes data in real-time in the background with no user intervention. Mobile Informer downloads the data set each app uses to the onboard device database, and is able to store and query hundreds of thousands of records locally – without high latency network connections or remote servers. This provides a number of advantages.

### **Equal experience.**

Mobile Informer provides the exact same experience offline that the user experiences online. Users can create data, utilize lookups, employ workflows, validate forms, and more whether they are online or offline.

### **Seamless transition.**

Mobile Informer provides for an unbroken, automated transition from online to offline that does not require any user interaction.

### **Real-time data transfer.**

Mobile Informer provides fast, real-time, automatic, no-intervention synchronization. Data changes in Maximo are pushed to the device immediately to prevent data conflicts, as well as to ensure that users are always working off of the latest data.

### **Realizable transactions.**

Mobile Informer provides the ability to view, modify and update data – even when offline. When a user goes back online, transactions are automatically sent to Maximo. Canceled work orders, for instance, need to populate reliably. If a transaction fails, it should be clearly marked and provide the user with details to remove, retry, or modify the data. Failed transactions should never prevent the user from creating additional records. It needs to be easily traceable.

Because Mobile Informer is built with an offline first mentality, users can focus on their jobs without worrying about their connectivity status.

## **Leverage Existing Maximo Infrastructure to Fast-Track ROI**

Mobile Informer leverages your existing Maximo infrastructure because it sits inside Maximo as a Maximo application. There is no additional middleware or dedicated mobile server required. And because it looks like every other Maximo application, your existing Maximo administrators need very little to no training as it is intuitive to their existing Maximo skills.

If you are bound by high-level security requirements, any mobile solution that sits outside of Maximo may require a reassessment of your architecture or authority to operate (ATO). Because Mobile Informer is part of your Maximo infrastructure, as long as your Maximo is in compliance, you need not make any changes. Mobile Informer will achieve ATO.

No dedicated servers, no additional middleware, no long training cycle and no architecture reassessment. Mobile Informer really is the cost savvy business decision leading to fast ROI.

## **Mobile Informer Apps Without Compromise**

Mobile Informer's guiding principle has always been that a user's experience with a mobile app dictates the success of a mobile implementation. The best apps are intuitive and reliable, and are developed with a view of who will ultimately be using them.

Mobile Informer apps are native within Maximo and native to the mobile device. With Mobile Informer native apps, your users will experience:

### **The best user experience with the most function available.**

Gain access to the entire applications, and gain all of the features your users are familiar and comfortable with. Barcode scanners, camera, mobile maps are just some of the features your Mobile Informer application can leverage. Integrate FaceTime, fingerprint detection and attach docs.

Native apps are comfortable and familiar for your users.

They can use familiar swipes and gestures they use on their consumer apps. Mobile Informer native apps have no data latency and allow for large data sets – giving your users fast, reliable performance.

### **Great app performance.**

With a rich user interface and smooth, engaging user experience, native functions allow users to quickly get information, submit data changes, check in, or perform other actions. Mobile Informer apps do not experience memory-related issues, that cause hardware crashes. Additionally, Mobile Informer apps continue to function with little or no bandwidth.

### **Streamlined install times.**

Be up and running in minutes. Through the use of cutting-edge device capabilities, companies gain faster load times compared to web apps. They also gain robust performance in online or offline modes. And, because they are native apps, Mobile Informer apps use the familiar swipes and gestures that consumer apps use. Whether your apps(s) are purpose-built or turn-key, Mobile Informer applications have the look and feel of a consumer-based application, with all the rigor of an enterprise application, and provide for maximum user adoption with minimal training.

## Best Practice Integration Using the MIF

Having a siloed mobile application won't help your maintenance business in the long-run. After all, adding a mobile solution should simplify operations, not add another layer of complexity.

Mobile Informer uses the MIF (Maximo Integration Framework) for integration to Maximo. The MIF is a flexible framework for moving data in and out of Maximo and is used for everything from data loads, integrations to financial systems and mobile platforms. Mobile Informer follows IBM Best Practices of integration with the MIF, providing many benefits.

### Interactive and detailed error handling.

The Mobile Informer platform provides clear and detailed support for error handling. The combination of direct device-to-Maximo communication avoids having a chain of communication for errors. In turn, this provides clear visibility into the cause of errors, allowing companies to come up with error resolutions faster.

### Follow the Maximo Business Rules.

Mobile Informer ensures that all data is read from and applied to Maximo MBOs without using an additional access mechanism. This allows for all Maximo validations and business rules to be in effect.

### Employ data security that matches Maximo security settings.

Mobile Informer transactions are executed against the MBOs within Maximo under user context. This means that all Maximo security permissions and restrictions are in effect.

### Allow multiple users to share the same device.

The Mobile Informer platform has specific support for device-sharing. Stored local data should be separated into user-specific data (transactional data and work orders) and shared data (domains, locations list/hierarchy, and assets).

### Perform efficient data updates.

The Mobile Informer platform uses a push-based architecture for delivering data updates to devices. In addition, it uses a

command/transaction model for applying changes to Maximo. When done correctly, connected devices will receive push notifications and connect to download updates automatically when online.

## Purpose-Built or Turn-Key Apps: The Choice is Yours

Mobile Informer is a game-changer in the market because it addresses both business processes and user needs. Sitting within Maximo and using IBM best practices of integration with the MIF, Mobile Informer purpose-built applications let you mobilize any Maximo function, Industry Solution, Add-On or Customization. And because the apps are purpose-built and native to the device, clients gain 100% user acceptance. Mobile Informer gives clients a "future-proof" mobile solution. Mobile Informer is "version agnostic" when you upgrade Maximo.

Building on the success of our flagship purpose-built apps, Interloc has out-of-the-box mobile apps, powered by Mobile Informer, including InformerWM (work management), Informer311 (self service requestor), InformerBC (bin counting), and our laser focused airport app, Informer139 (Part 139 inspections). And because Mobile Informer native apps support multi-factor authentication like RSA and PIV-CAC cards, you get the highest level of security and the ability to provide innovative integration with drones, wearables, and instrumented devices.

The choice is yours. Whether you require a purpose-built app that meets your business's exact Maximo requirements or a turn-key Mobile Informer app, you can get better Maximo mobility with Mobile Informer and the Mobile Informer app family.



## About Interloc

Interloc is an IBM OEM and IBM Premier and Gold-Accredited Business Partner that provides innovative consulting services and mobile solutions to make your business successful. 100% dedicated to helping you realize the greatest potential from your Maximo investment, Interloc harnesses Maximo to exceed your business needs.