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PREDICTIVE SYSTEMS

How to get value out of mobile solutions

Success Factors Security, IT Governance, Enabling Technologies

Agenda

Predictive (company and Partner)

Mobile Market Trends

How to achieve ROI from mobility

Success Factors

- Organizational Readiness
- Process Optimization
- IT-Alignment
- Optimized technical solutions with Mobile Platform

Solutions:

- Wearix Software: Mobile Application Broker 2.1
- Predictice: IT Services



Until 2003 at least 60% of the Fortune 1000 enterprises will have implemented a mobile application in their company*



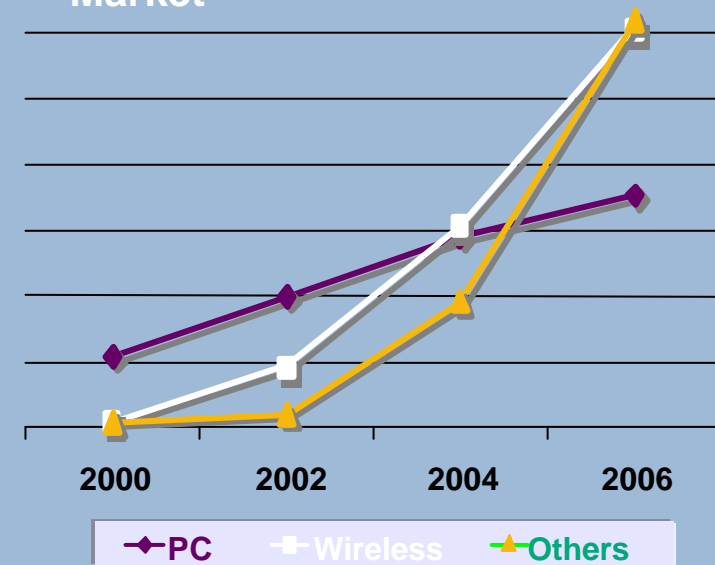
*“From 2003/04 onwards we expect about 50% of professional users to have a mobile end device as basic equipment.”***

*„Furthermore we expect more than 75% of the know-how carriers to follow a mobile activity within at least 25% of their time.”***

*“In 2004 every professional user will have 3 to 4 different devices with applications and mobile access.”***

*“Mobile access on data and applications will become one of the most important success factors in companies.”****

Expanding Application Market



Source: META Group

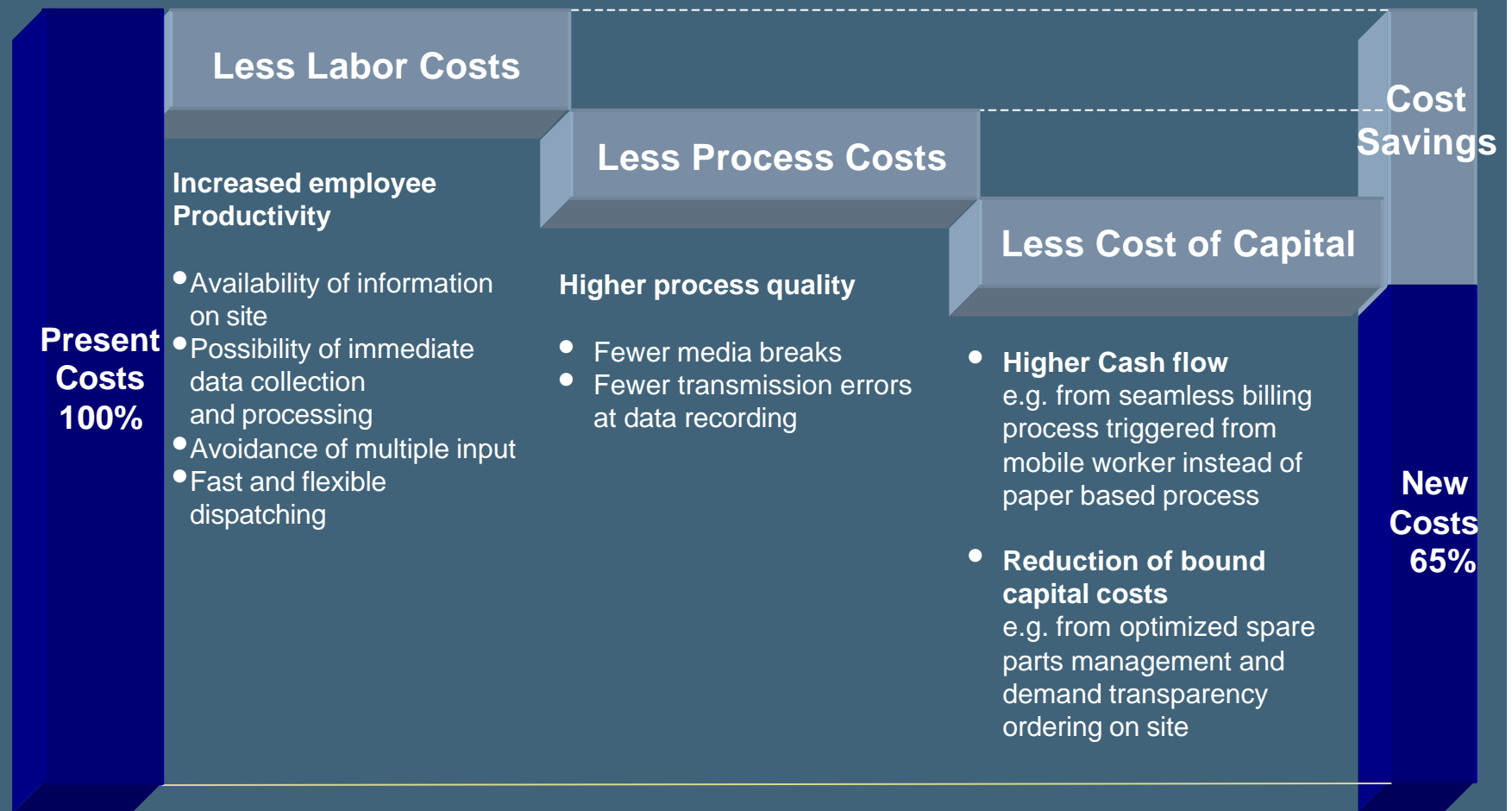
* Gartner Group 10/2001

** “Entering the Mobile Millennium,” META Group, 02/2000

*** McKinsey 2002

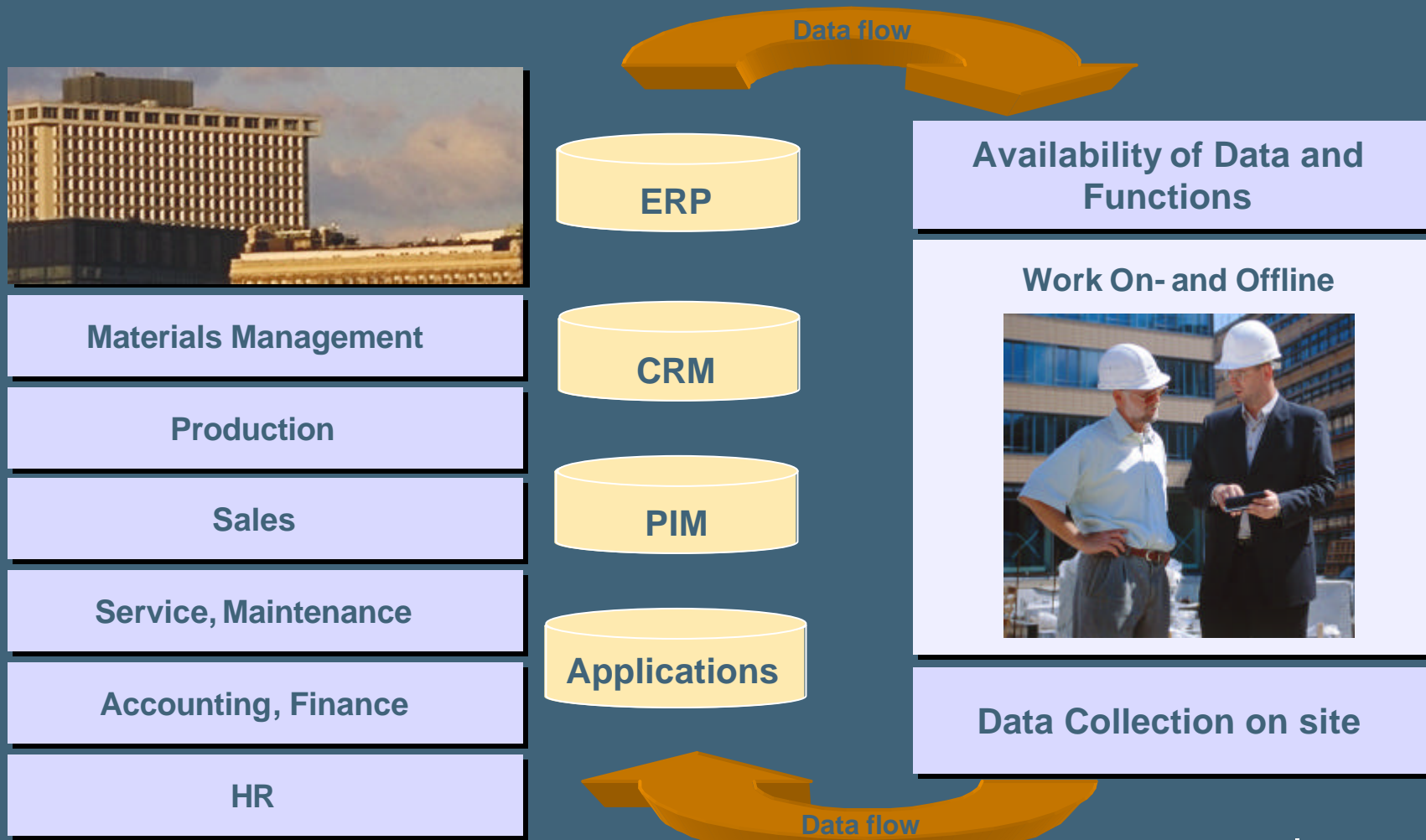


Process improvements with mobile solutions enable significant cost savings and quality improvements



Mobility means availability of data at any time from any place

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Mobile applications can support very different business objectives, processes and user groups

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Example one: Mobile applications for industry processes

- Example shown:
Inventory and material management at utility company
- Business objectives:
Cost reduction and seamless workflows
- Users:
Mobile service technicians
- Technologies:
“Thick client”: on- & offline usability , Win CE, Java application and UI, barcode scanning, replication
- Other application areas:
e.g. facility management, dispatching, logistics, parts management, technical documentation...



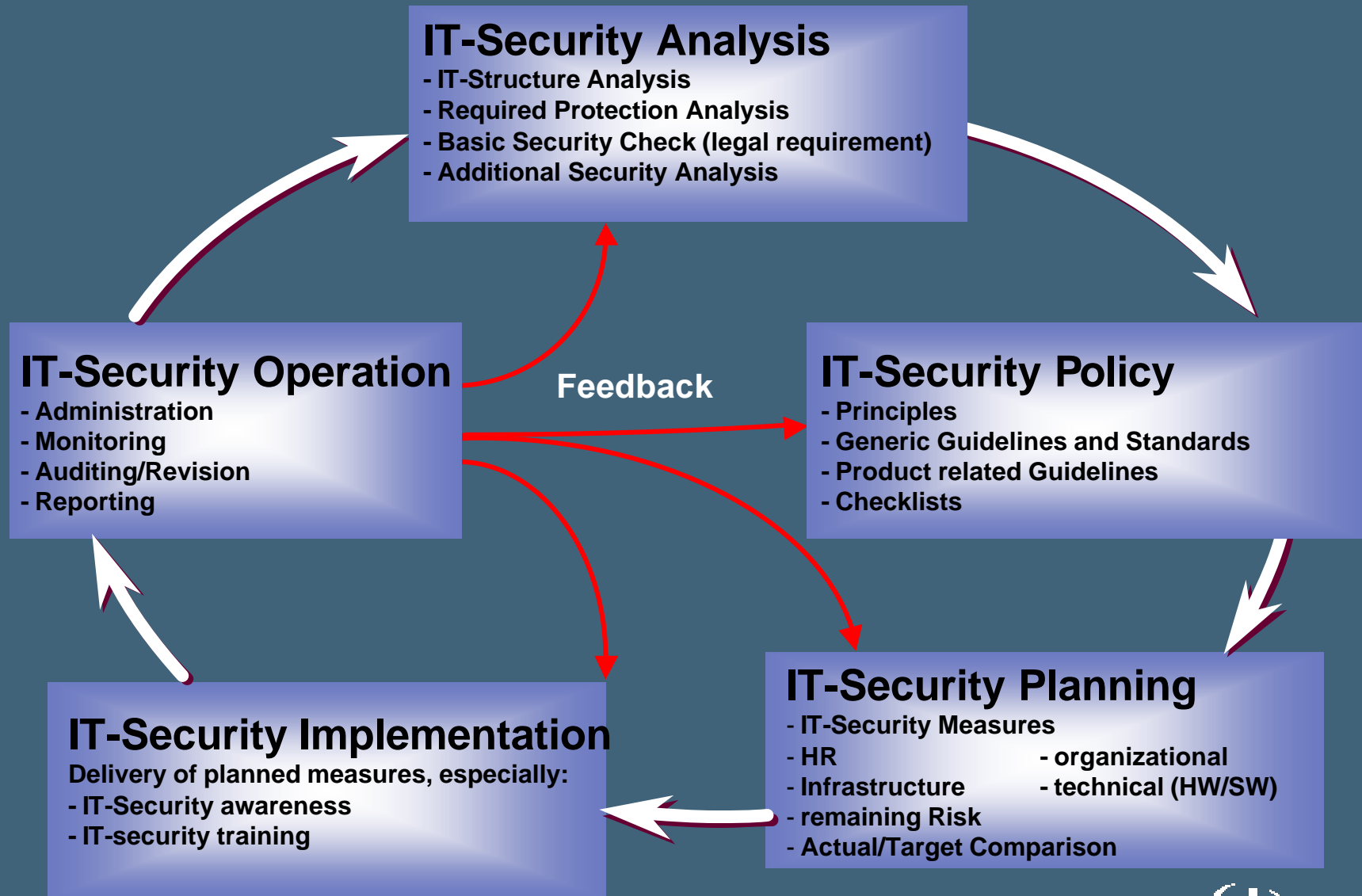
Depending on the business process enabled, mobile applications will build on different architectures, user interfaces and standards

Example two: Mobile Office

- Example shown:
Full mobile availability of corporate groupware functionalities, access to file server, notification from any device, fax forwarding
- Business Objectives:
reduced reaction times, everywhere access to information
- User:
Sales, Management
- Technologies:
“Thin client”: online usage, WAP or HTML Browser, XML
- Other application areas:
extended browser access to other corporate resources e.g. via XML



The Security Framework



The way we define IT Governance

IT-Governance consists of governing, controlling, monitoring and measuring IT-processes and IT resources within an enterprise. It is divided into the following competencies

- **IT Alignment**
Effective support of business strategies and business processes through IT.
- **IT Value Delivery**
Efficient delivery of IT-Services.
- **IT Risk Management**
Identification, valuation and management of IT related risks
- **IT Performance Measurement**
Controlling-procedures to optimally allocate IT resources

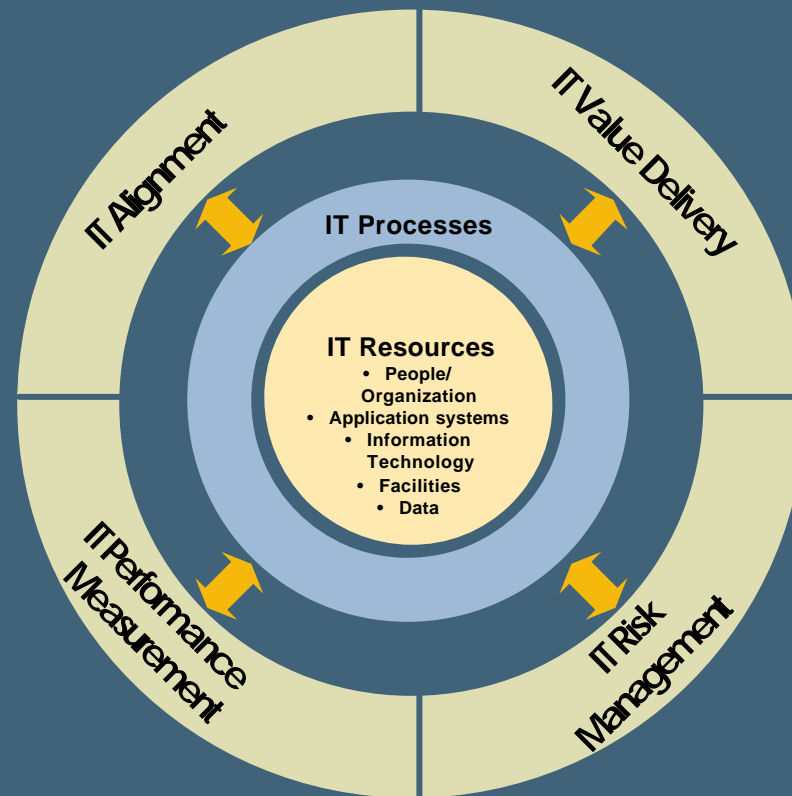


The IT Governance Framework

Business Strategies and Processes

Requirements
for IT

Optimized
IT Services



The IT Governance Framework



Key Issues

- Delivery of the quality of service needed to work efficiently
- Ability to detect IT related incidents before business operation is disrupted
- Business value is at risk with inefficient IT operations.
- Quantification of the business value of lost transactions due to failures in IT
- Control mechanisms in the IT operation that allow for qualified decisions about the status of information technology



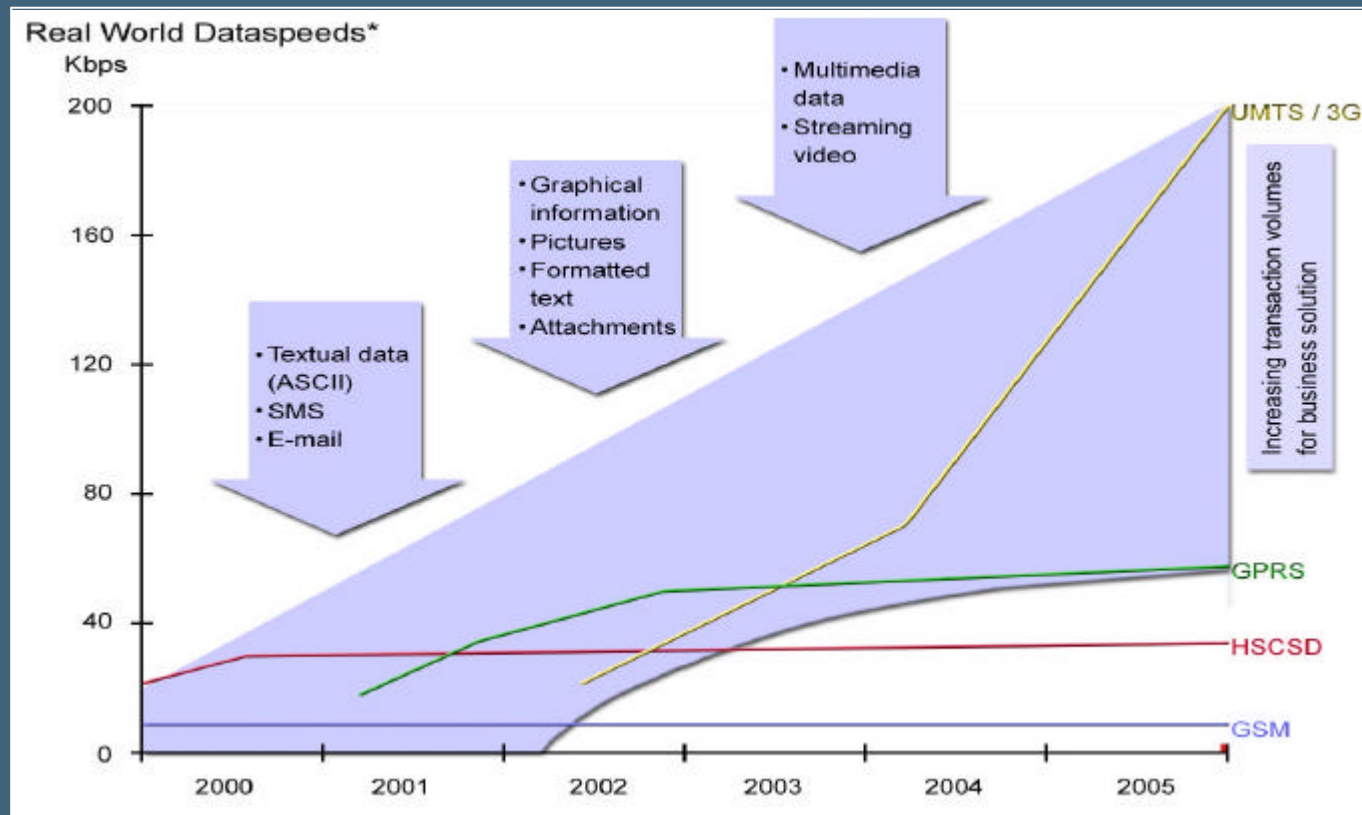
Key Issues

- Accurately secured data
- Ensure confidentiality and integrity of customer data
- Identification of critical applications, systems and network components that might be able to put a halt to the operation of business
- Ensuring a consistent high quality level of the data needed to run the business
- Measurement of operational risks for IT with facts and figures
- Proper integration of applications into existing systems



The Market

Bandwidth grows, so do data volumes...Usage of mobile computing power will reduce transaction costs and offer high availability



*Source: Durlacher, UMTS Report, Wearix Research



Success Factor 1: Develop once only and leverage available mobile computing power

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Frontend

- ✓ True device independence: J2EE compliance
- ✓ Ergonomic use interfaces for Browser, Java or even Voice
- ✓ XML UI-tools for fast development
- ✓ Full featured small footprint SQL database for smart replication and offline usage



Success Factor 2: Enable transaction security and smart replication mechanisms

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Frontend

- ✓ True device independence: J2EE compliance
- ✓ Ergonomic use interfaces for Browser, Java or even Voice
- ✓ XML UI-tools for fast development
- ✓ Full featured small footprint SQL database for smart replication and offline usage

Data Management

- ✓ Smart Replication Mechanisms...
- ✓ Transaction security...
- ✓ Flexible Conflict Management...
... via SQL Database server
- ✓ Device and Browser recognition



Success Factor 3: Support easy administration of users and devices

Frontend

- ✓ True device independence: J2EE compliance
- ✓ Ergonomic use interfaces for Browser, Java or even Voice
- ✓ XML UI-tools for fast development
- ✓ Full featured small footprint SQL database for smart replication and offline usage

Data Management

- ✓ Smart Replication Mechanisms...
- ✓ Transaction security...
- ✓ Flexible Conflict Management...
... via SQL Database server
- ✓ Device and Browser recognition

- ✓ Flexible application deployment mechanisms for fat and thin clients
- ✓ User and management tools
- ✓ Connectivity to existing system management solutions (LDAP)

User- and device management



Success Factor 4: Facilitate flexible integration in existing and future IT-infrastructure



Frontend

- ✓ True device independence: J2EE compliance
- ✓ Ergonomic use interfaces for Browser, Java or even Voice
- ✓ XML UI-tools for fast development
- ✓ Full featured Small footprint SQL database for smart replication and offline usage

Data Management

- ✓ Smart Replication Mechanisms...
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User- and device management

- ✓ Connectivity for standard interfaces, e.g.
 - XML
 - RDBMS
 - EJB (Application Server)
- ✓ Connectivity to existing Backend systems
 - e.g. SAP, IBM, Bea

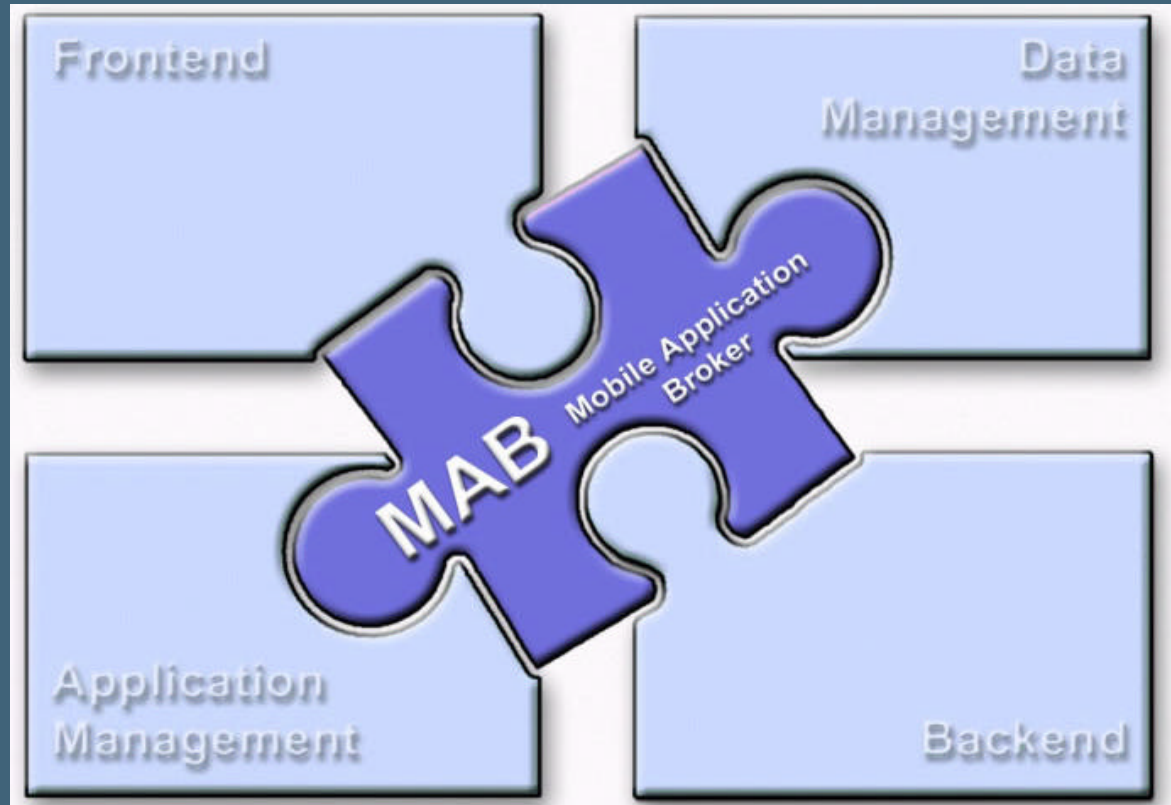
Backend Connectivity



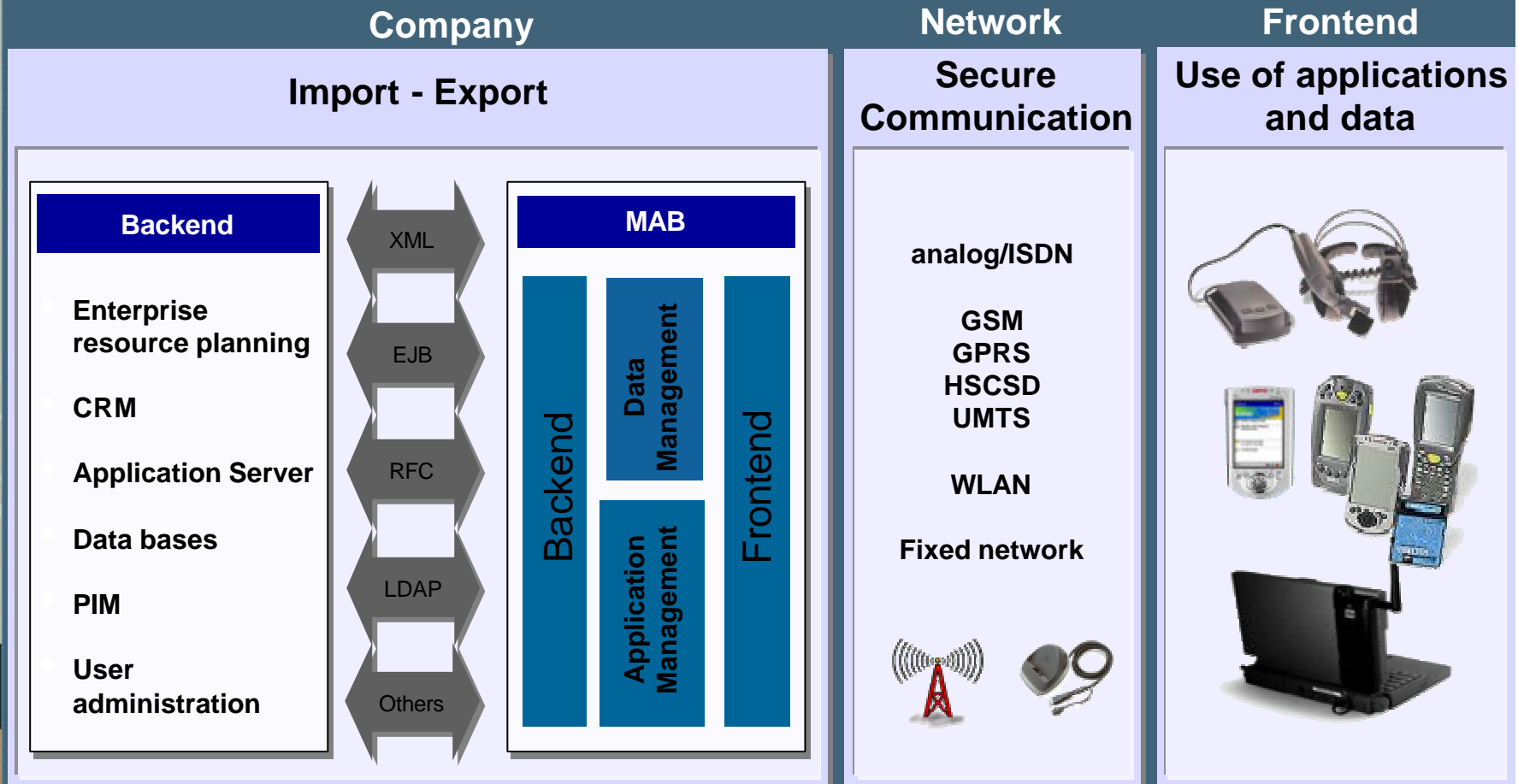
The Platform

Leading mobile Solutions require integrated solution platform to reduce development time and TCO

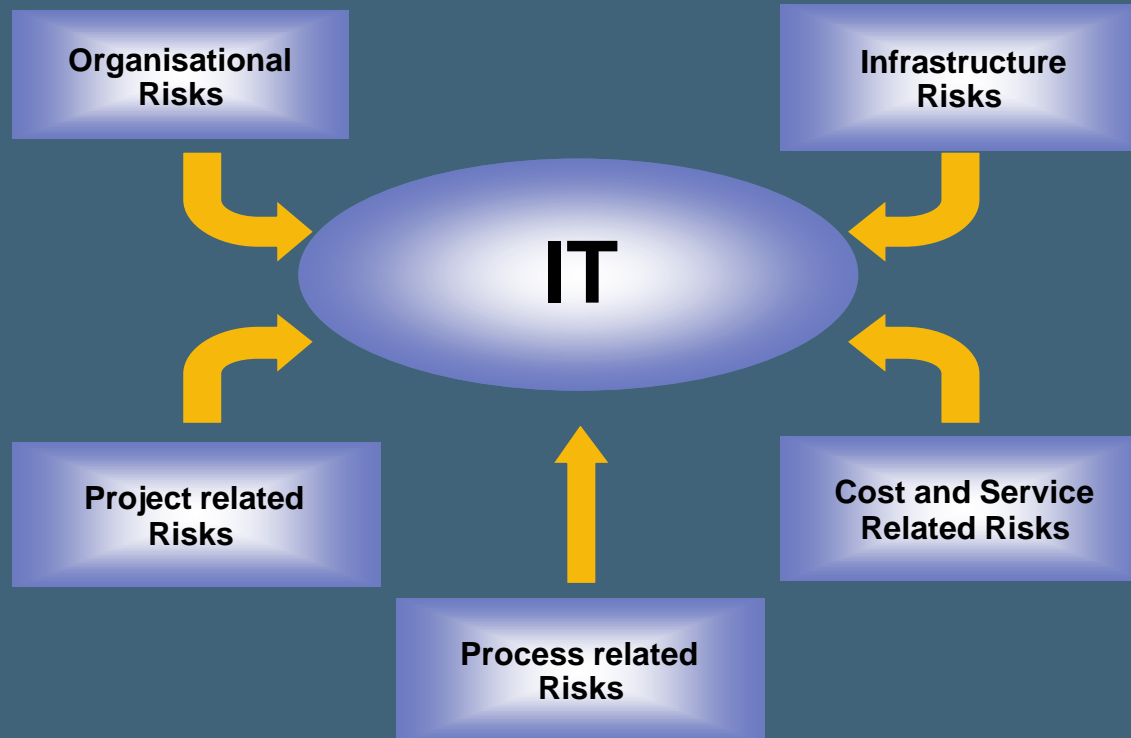
Complexity
requires
integrated
Solution
Platform



Wearix offers leading technology to provide clients with key in hand solutions that offer high ROI and flexibility



Areas of IT Risk



IT Security is mainly concerned with Infrastructure and Organizational Risks.

IT Security Management in this integrated form demands for additional focus of the related business processes.



Integrated IT Security Management



IT Security Management Consulting Modules

IT Security Controlling IT Early Warning System Internal Controlling System

IT Security Management Process



Planning and Organisation

Security Strategy and Planning

Acquisition and Implementation

Risk Assessment of Development/Procurement, Implementation and Maintenance of IT Services



Monitoring

All relevant Processes are monitored with regard to Quality and Progress

Delivery and Support

Services pertaining to Security and Continuity Tasks



Offering

- Required Protection Analyses, Business Impact Analyses
- IT Security Audits and IT-Threat Analyses (BSI Grundschutzhandbuch, BS 7799, German Security Standard)
- Development, Implementation and Assessment of IT-Security Policies
- IT-Risk Management System development / integration in corporation-wide Risk Management Systems
- Evaluation and Implementation of
 - Centralized Administration and Authorization Solutions
 - Public Key Infrastructures (PKI)
 - Intrusion Detection Solutions (IDS)
- Business Continuity Planning
- Managed IT Security Services



Why Predictive and Wearix ?



- We enable you to „manage“ IT-Security, therefore empowering you to hold security standards on a long term perspective.
- The solutions we deliver are conform to your specific legal requirements.
- Based on our years of global experiences, we are able to offer IT Security Benchmarking.
- We support you with integrating your IT-Security Management Solution into a holistic IT-Governance System
- You can migrate to a compatible corporation-wide Risk Management anytime.
- Our consulting services are independent of manufactures, offering you an objective view.
- You are able to tap into the experience of Predictive’s multi national consulting teams.

