

# **GTC Southwest Texas on the Go**

*Carol Morgan*  
*Sr. Vice President*

**July 12-13, 2012**  
Hilton Austin  
Austin, TX

# Daugherty at a Glance



**St. Louis (HQ)**  
*Established 1985*



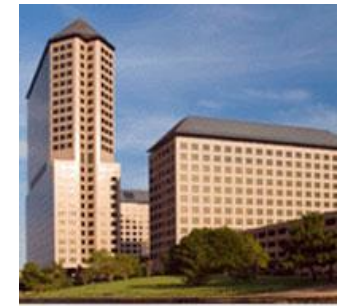
**Chicago**  
*Established 1990*



**Atlanta**  
*Established 1991*



**Minneapolis/St. Paul**  
*Established 2006*



**Dallas**  
*Established 2008*

- Consistent delivery of high-impact results
  - Management and IT Consulting Firm
  - Full-Lifecycle Services
- Strategy through development and outsourcing of leading technology solutions
  - Mission-critical engagements Public Sector and Fortune 500 companies
- Founded in 1985
  - 27 years of consistent, profitable growth
- Five Regional Development Centers
  - St. Louis (HQ), Atlanta, Chicago, Dallas, and Minneapolis/St. Paul
- Over 500 long-term employees across five regions
  - From management consultants to developers
- New business is primarily through client referrals and repeat customers
- High-quality and cost-efficient alternative to the national consultancies in each market we serve
- Three Primary Business Divisions: Commercial, Public Sector, Mobile Solutions Group



# Daugherty Mobile Services and Products

We have over 15 years of experience bringing game-changing, enterprise-level mobile products and services to our clients.

## Daugherty Enterprise Mobility

### Mobile Strategy & Roadmaps

- I.D. Roles, Requirements/Tasks
- I.D. Process Performance Opportunities
- Biz and Technology Roadmap



### Custom Development & BI /Data Expertise:

- Aligning Systems
- Systems Integrator
- Designing & Dev Applications



### Mobile Device Services

- Acquisition
- Mobile Device Management
- Certification
- Staging
- Deployment
- Security



### Wireless Networking Cloud Hosting Hardware Solutions



### Mobile Products

- *Mobile | Field Productivity*
- *Mobile | Merchandiser*
- Implementation Services

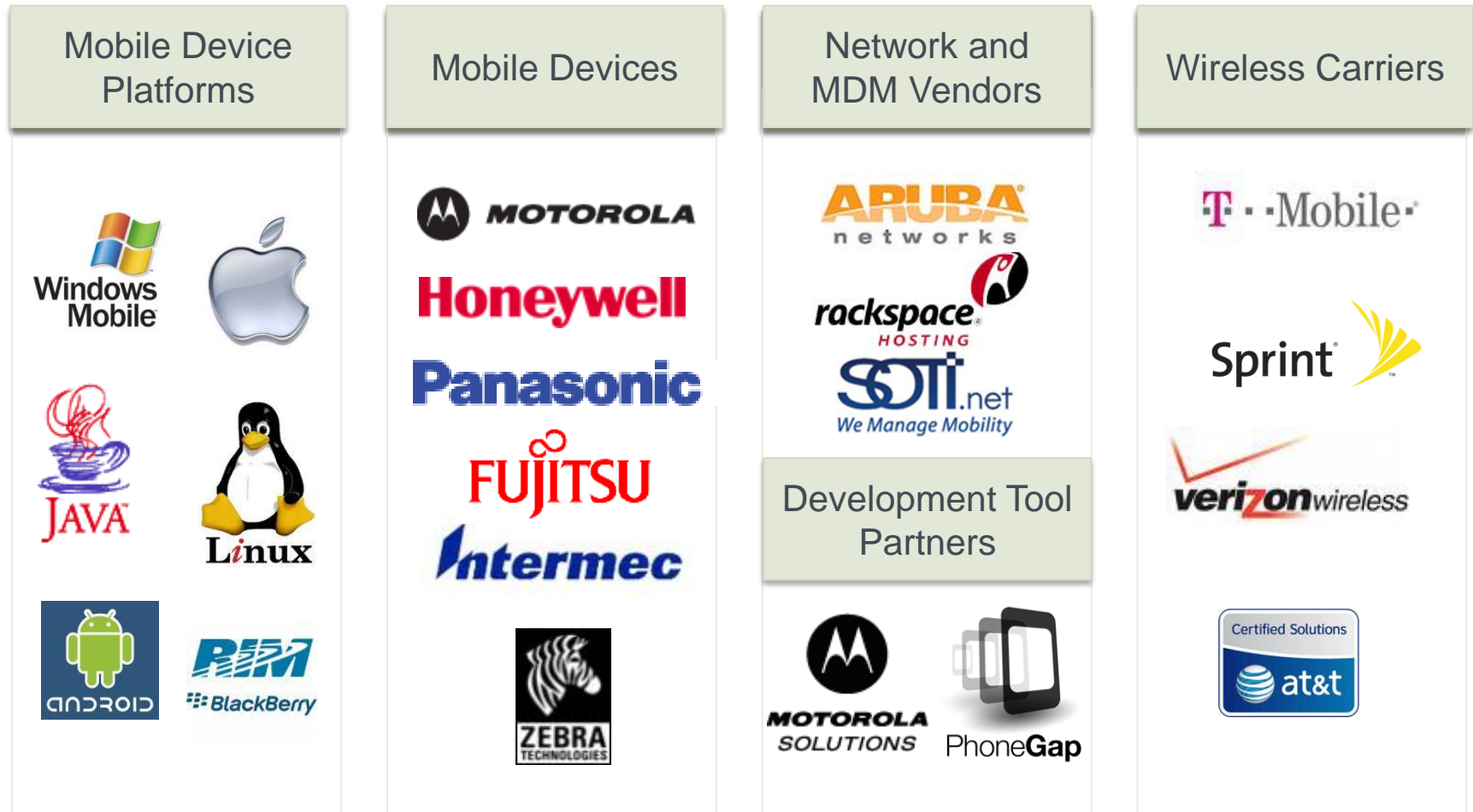


### Customized Training, Adoption, Helpdesk, Support



# Extensive Mobile Partnerships

We bring world-class enterprise mobile business solutions to you along with all the enabling technology components.



***Daugherty Business Solutions brings together the technology and expertise needed to mobilize your work force.***

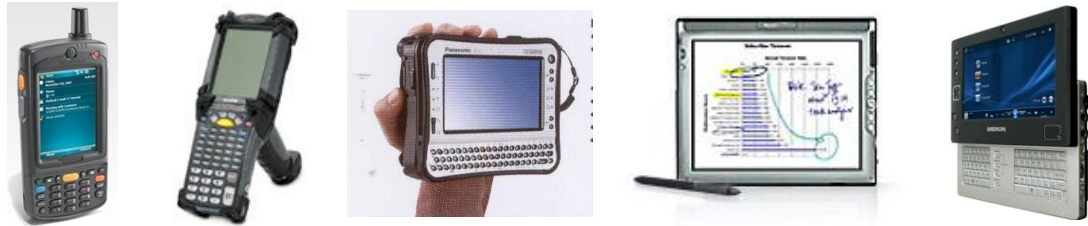
# Mobile Devices:

Daugherty has in depth experience staging, kitting and supporting a wide range of devices. Whatever fits our customer's needs:

## Smartphones



## Handhelds and Ultramobile PCs: rugged and non-rugged



## Tablets and Laptops: rugged and non-rugged





# Basis of our POV - Mobile Computing

## Strategy, Development, Implementation, Outsourcing

### Consulting Services

- Mobile Strategy and Planning
- Solution Requirements, Design and Development
- Package Selection, Implementation/ Integration
- Implementation Planning/ Services



- Sales & Marketing Business Capability Benchmark



- Fleet Technology Roadmap



- Pay for Performance



- Sales Mobile Technology Selection



- Mobile Time Entry for Therapists
- Mobile Device Strategy



- Mobile Strategy



- Mobile Requirements Analysis & SW Selection

MONSANTO

- Mobile Seed Tracking



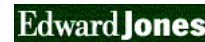
- Generate Demand Strategy



- Requirements, design, and development of Member Mobile Platform



- Enterprise Architecture & Mobile Roadmap



- Branch Audit
- Branch Audit Tracking



- Inventory / Warehouse Management



- Business Impact of Mobile Technologies and Trends



- Quality Management Mobile Solution



- Mobile Reporting of Store KPI's



- Mobile Strategy
- Outsourced Sales & Delivery



- Payment Solutions



- On-Board Truck inventory pilot



- Real-time GPS Tracking



- Mobile Roadmap
- Mobile COE Setup
- Mobile Device Manager



- Material Consumption



- Mobile Sales & Delivery



- Order Entry/Mgmt.



- Mobile Receiving
- Mobile Inventory Management



- Mobile Merchandising
- Mobile Sales & Delivery



- Onboard and Rail Yard Safety Inspections



- Mobile Business Capability Benchmark

### Software Products & Components

- Off-the-shelf Products
- Architecture Frameworks
- Custom development
- Application Enhancements & Support
- Solution Construction Aids

# Daugherty's Mobile Experience

Proven expertise and experience

- **15+ years** of Mobile solution development and implementation
- **50,000+ mobile devices**
- **30,000+** field sale reps, delivery routes, merchandisers, managers and field professionals currently use Daugherty Mobile Product Solutions
- **500+ mobile devices deployed weekly**
  - **High velocity, leading-edge** configuration center to accurately acquire, configure, stage and deploy devices
- **30+ device types**
  - Includes tablets, smart phones, PDAs, notebooks and laptops, ruggedized devices, printers and barcode scanners
- **Multiple platforms and integration points**
  - GPS, GIS, https, SMS and web services
  - Database synchronization and device management tools
  - Mobile access to applications and databases

# What is Mobile? What does it mean to Texas Government?

*Mobile means many things to many people*

- Anything that involves hand held devices? What defines a hand held?
- How to support BYOD?
- Anything that enables working away from an office?
  - working from home
  - accessing, sending, capturing information while in meetings
- Anything that draws info from remote sites in real time or near real time?
- Anyone who wants access to data without a hard internet connection?
- Anything that enables Internal Field Workers?
  - Case Workers
  - Inspectors who do on site visits
  - Park, Forestry, Nature Center Agents
- Anything Reaching Citizens/Consumers through email, smartphones, text?

***Mobile Strategy / Architecture / Solutions is not a “one size fit all”***



# Convergence of Current Trends when Enabling Mobile

- Emerging new Data methods:
  - New kinds of data (Big Data)
  - Exponential growth of data
- Devices..Devices. everywhere
  - Rapid obsolescence
  - Syncing / Storage
  - Security / MDM
- Movement to the Cloud
- Social Media Integration
- Citizen Engagement
- Agile / Iterative Development

# Common Challenges

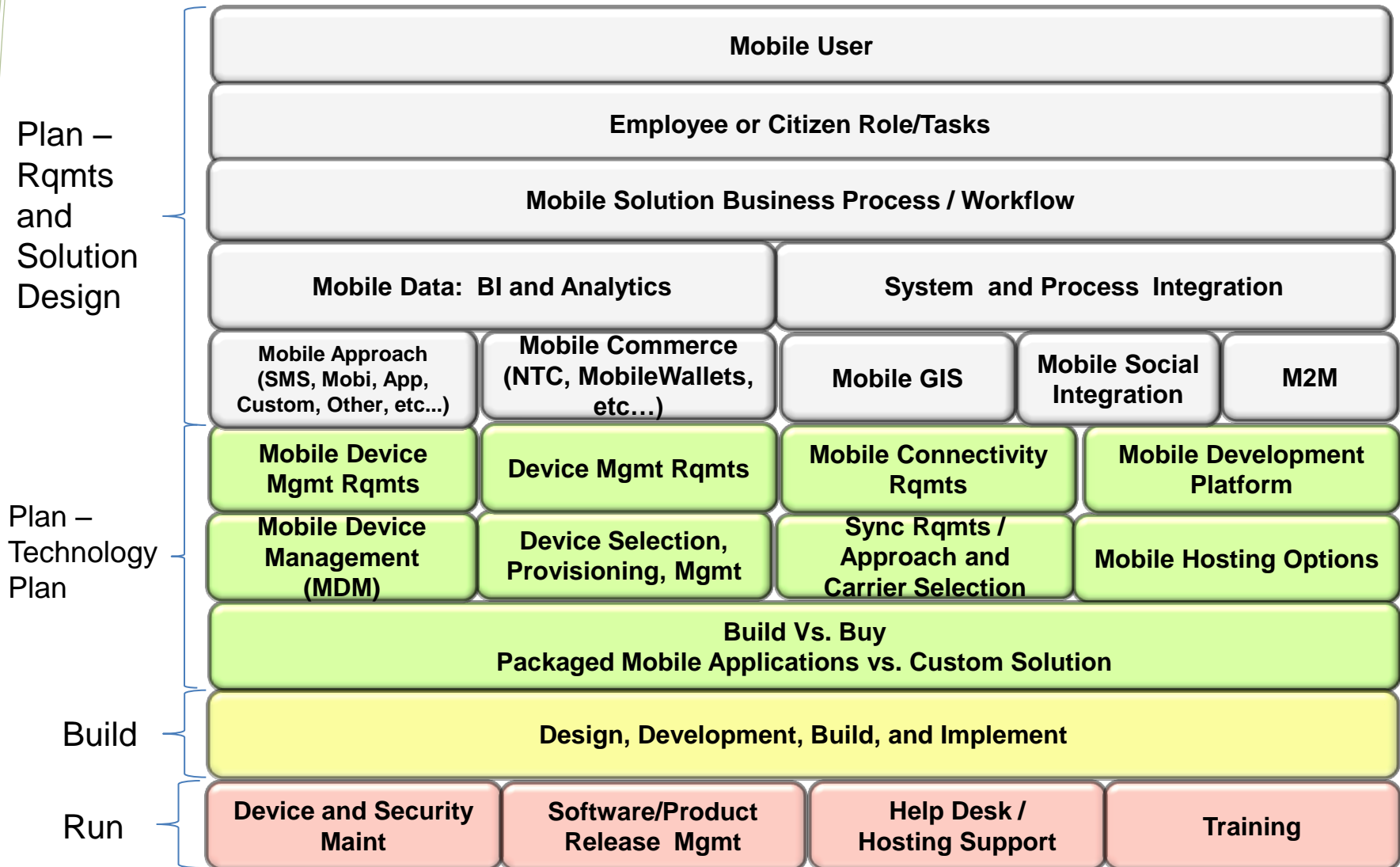
Many challenges in mobile computing are common across industries.

Unrealized Business Potential	Strategy & Planning	Transition & On-Going Support
<ul style="list-style-type: none"><li>• Opportunities for competitive advantage are not recognized.</li><li>• The business value of mobile is not known or not understood.</li><li>• Technical decisions and initiatives are not fully aligned with the business goals and priorities.</li><li>• The business doesn't understand the potential in revenue gains or cost reductions.</li><li>• The distributed workforce needs access to critical back-office information to be more effective.</li></ul>	<ul style="list-style-type: none"><li>• The organization does not have an enterprise mobile computing strategy.</li><li>• Lack of knowledge of existing mobile initiatives (rogue projects).</li><li>• Siloed or point solutions.</li><li>• Concern due to a lack of understanding of infrastructure and security issues.</li><li>• Lack of knowledge in new, existing technologies.</li></ul>	<ul style="list-style-type: none"><li>• The organization has difficulty in pushing initiatives and strategies out to the field organization.</li><li>• Corporate-issued devices are not well managed or controlled. Or, there are no corporate-issued devices.</li><li>• Limited user adoption.</li><li>• Poor service/support levels.</li><li>• Rapidly changing/maturing technologies</li><li>• Using obsolete technologies.</li></ul>

# Daugherty Perspective: Success with Mobile requires:

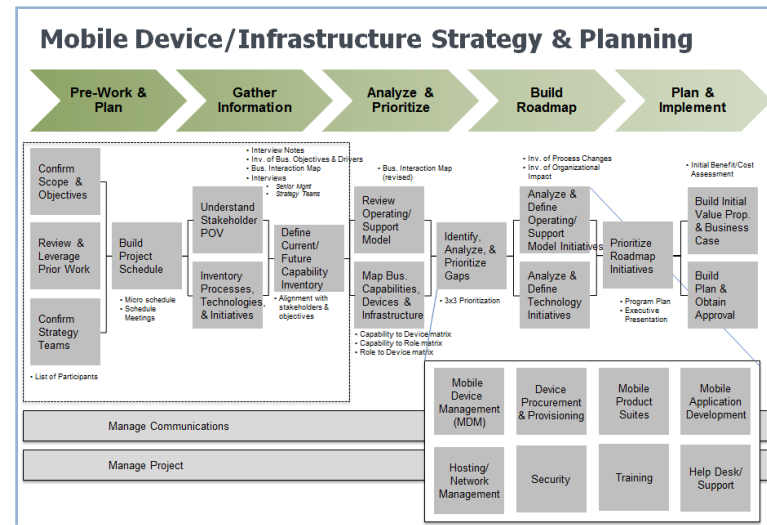
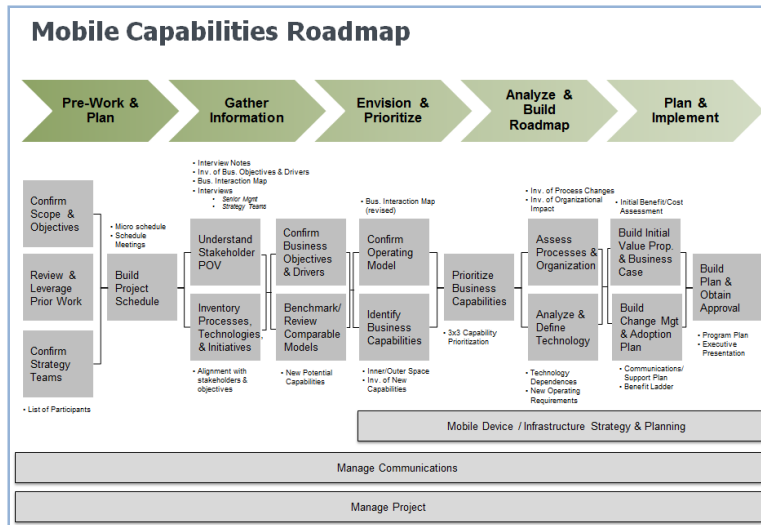
- Understanding the Business Goals, Roles and Process Steps: Opportunities for “Mobile”
- Ensuring Understanding of “Job” Requirements
- Ensuring alignment to Future Mobile Capabilities and Processes.
- Seizing the opportunity to improve Process Steps and Upgrade Roles
- Creating an Actionable Technology Blueprint and implementation plan
- Define Training and Adoption approach
- Define what/how you will manage Support and Maintenance

# Defining Mobile: The Mobile Ecosystem

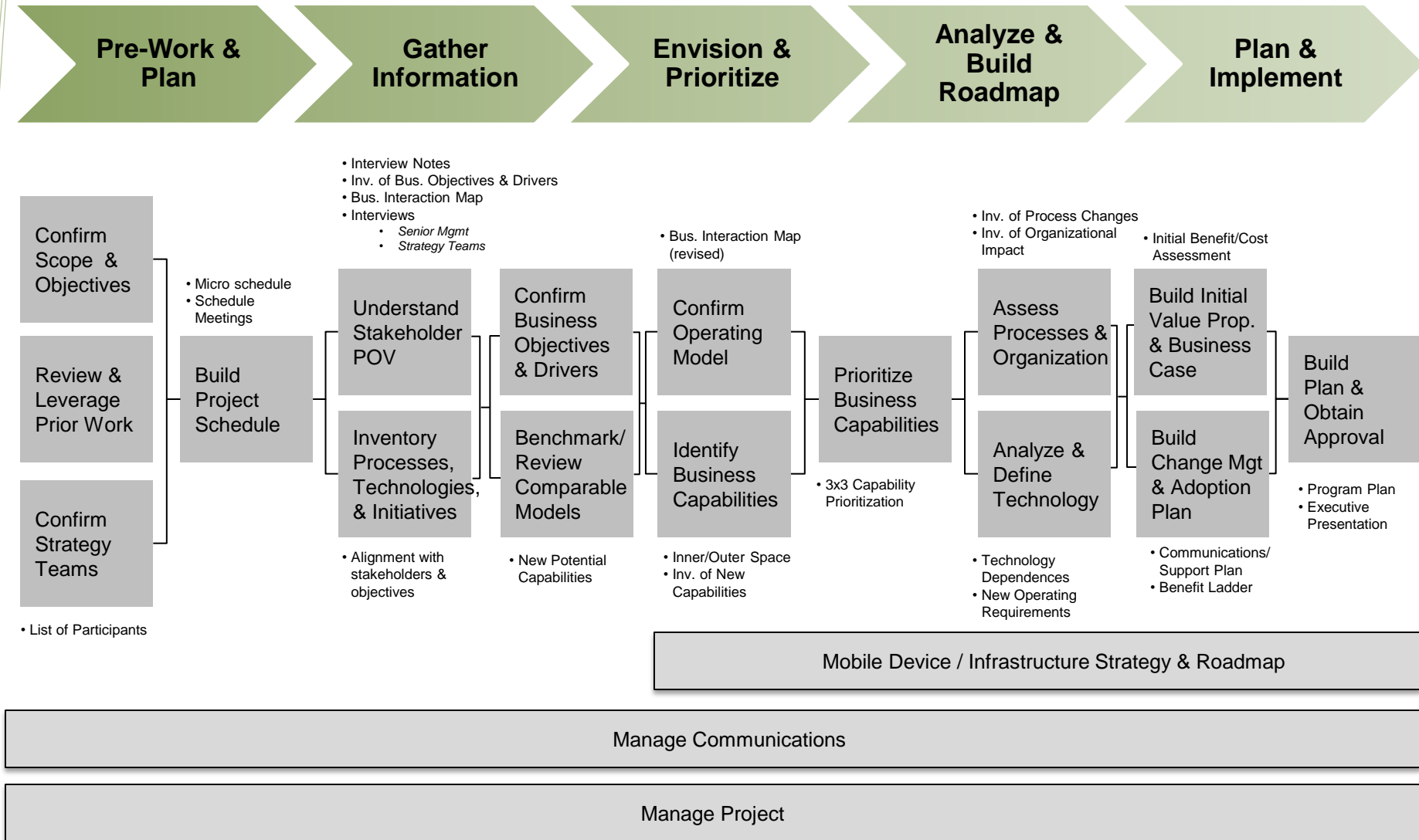


# Mobile Capabilities Roadmap and Mobile Device/Infrastructure Strategy & Planning

Complementary “top-down” and “bottom-up” efforts are required to develop a comprehensive and cohesive approach for implementing and supporting mobile solutions.

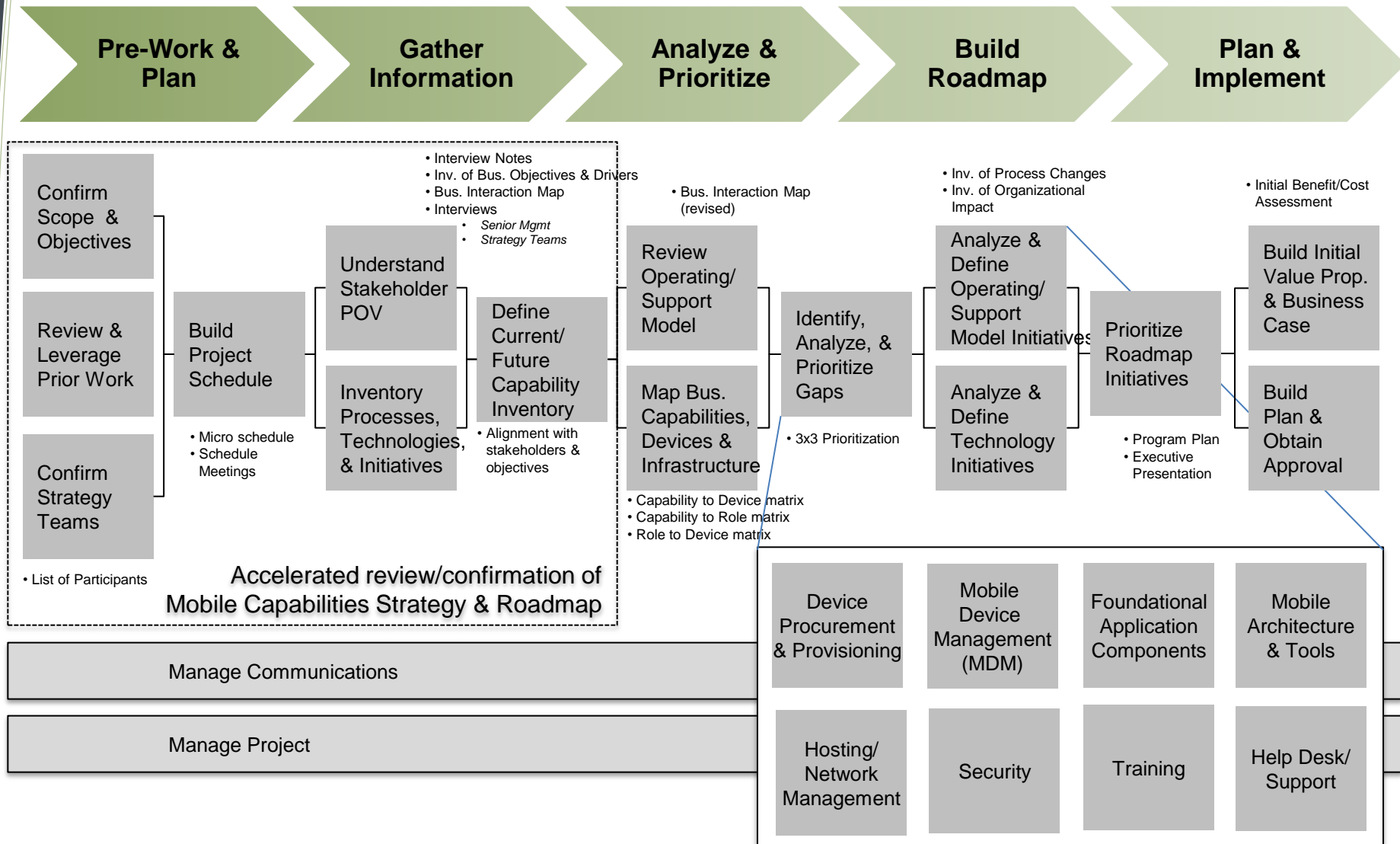


# Mobile Capabilities Strategy & Roadmap





# Mobile Device/Infrastructure Strategy & Roadmap



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***For whatever your scope (Enterprise, Departmental, Functional, Specific need), start with a Comprehensive Plan that addresses the full ecosystem***

# For More Info

- Company Website
  - [www.daugherty.com](http://www.daugherty.com)
  - [www.daughertymobilesuite.com](http://www.daughertymobilesuite.com)
- Search for Daugherty Business Solutions on YouTube
- Contact me:
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