

Employee mobility at HIPRA

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The **Reference** in **Prevention** for **Animal Health**

















mobility role @ HIPRA



Mobility is supporting business activities Employees being more efficient in their work Clients accessing company information and services E-Diagnos to access performed diagnostics SELECTAN[©] Oral CALCULATOR to determine dosage

> Employees being more efficient in their work Accessing corporate info Product catalog and e-brochures Intranet, Documents and Blogs Doing their tasks wherever they are Email (old news, a commodity) Process and CRM access

Business processes accessible and executed more efficiently, wherever the employee is...



Automating Processes



- Meeting the challenges...
 - ⊕ ... to standardize processes across the organization
 - … to support the international growth
 - ⊕ ... to integrate the processes with the IT existing architecture
- Automating the Non-conformities process
 - Ensure that non-conforming lots are not used in other manufacturing & not available for sale
 - Improve communication between affected departments: Production, Logistics, Quality, etc.
 - Reduced non-conforming lots treatment time from 30 to 7 days on average (>50% in 3 days).
- Supporting Travel expenses
 - Travel expenses submission and approval
 - Replaced an unfriendly SAP CRM interface by an improved interface
 - Allowed **usage** by the all the company **worldwide**, with a **standardized process**

A **mobile opportunity**: directors had to **intervene in the process** but they are not constantly at their desk... and they have iPads...



Helping process improvement



- Giving directors and employees mobile access to processes
 - SAFIRA delivered **iPad BPM mobile portal** for IBM BPM 7.x in April 2012...
 - ... and **tasks no longer need to wait** for the employee to be at his desk



5





Enterprise Mobility



- When an **app supports** a **business** process...
 - ! ... its not just a nice app, the business is on the line
 - It needs proper management and support
 - New concerns arise:
 - **Multi-device** support
 - Device and app security
 - Connectivity
 - Version management

... the app is a core component... mobility gets serious!

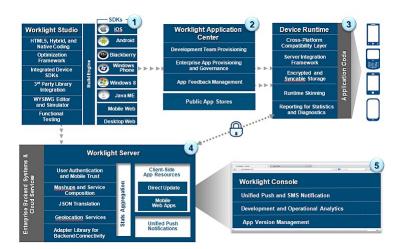


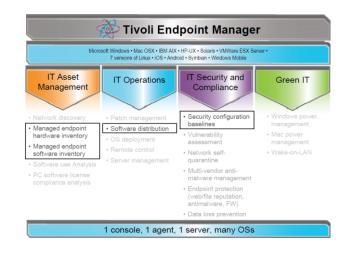
MobileFirst in the game



- Worklight for
 - Multi-device development and testing
 - Distribution and version management
 - Centralized Company systems access

- Tivoli **EndPoint Manager** for
 - Device management
 - Device policy definition
 - Distribution control







HIPRA's Worklight initiative



Challenge

- Organize and control mobile apps that are used daily in HIPRA's tasks by distinct roles
- Standardize apps, allowing similar access to CORE systems, reuse of functionality and eventually supports multiple device types

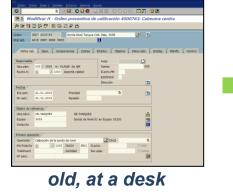
Approach

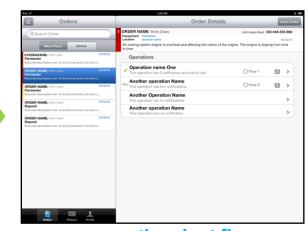
- Deploy Worklight with Tivoli EndPoint Manager
- Integrate Apps as changes are needed
- Consider integration strategy case by case, trying to have WL system integration tier but allowing Hybrid apps as needed



HIPRA SAP PM app

- Enable maintenance personnel to obtain critical information from SAP PM and register resources spent (time & materials) thru an iPad app while executing the daily maintenance tasks.
- On-line access to SAP PM on the Plant floor, as the work is being done
- Information updated instantly
- From task to the next without deviation





new, on the plant floor



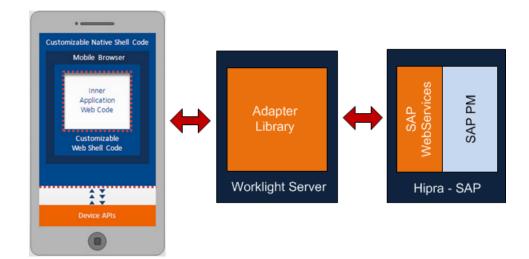


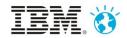


App Architecture



- Hybrid Worklight application optimized for iPad and easily portable to other devices, using the Sencha Touch framework, minimizing the usage of native code.
- The iPad **app interfaces with SAP** using an **Worklight Integration Adapter** with enhanced performance.
 - A set of webservices are provided by Hipra SAP to support the mobile application functionality.





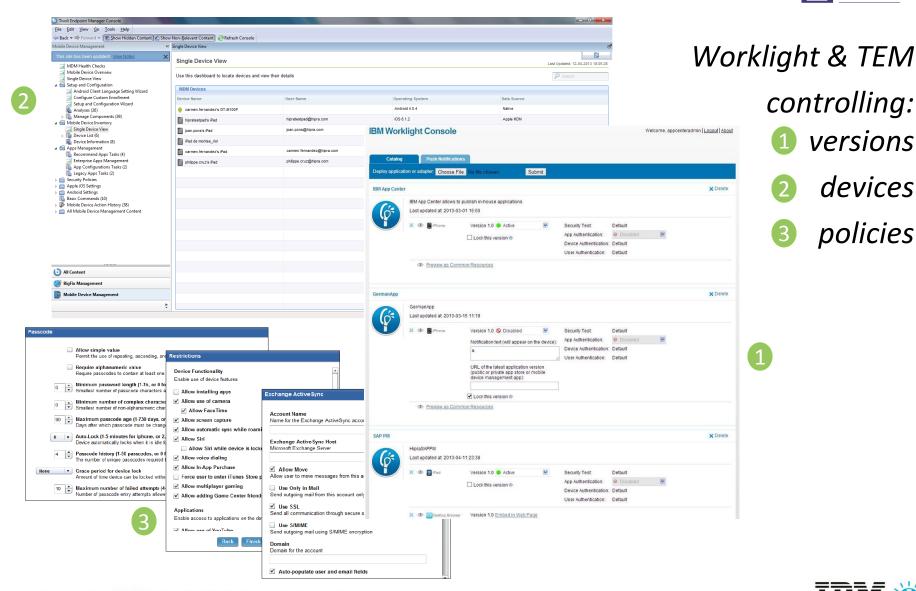
Managing Mobility



versions

devices

policies



 \checkmark \checkmark All accounts

HIPRA SAP CRM app

- HIPRA sales ÷ Enables mobile access to CRM to representatives, allowing retrieval and modification of customer information and activities
- On-line access to SAP CRM as sales reps are on the field
- **Off-line working mode**, with sync when connection is resumed

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Real improvements with mobility







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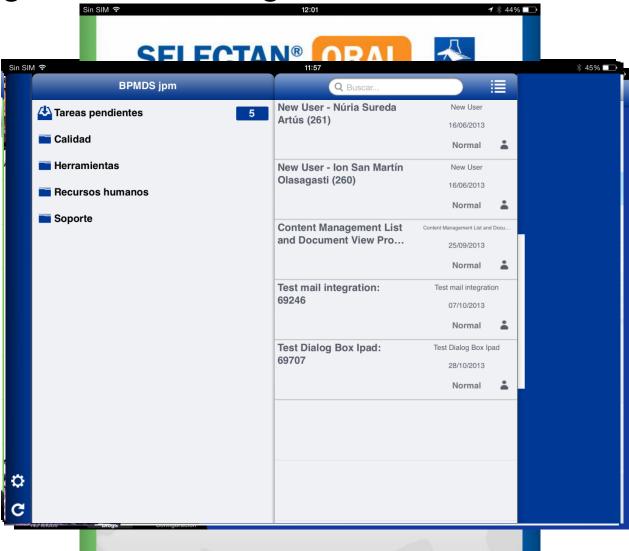


SAFIRA

The Reference in Prevention for Animal Health

Defining UI with Worklight







Innovate2013 The IBM Ted

Innovate2013 The IBM Technical Summit

Take Action Now!

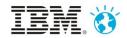
Next steps:

- 1. Think of your business
- 2. see how you can improve by getting mobile
- 3. Take mobility **seriously**
- 4. Think big, start small

Get moving!









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Thank You





