Enterprise Mobility Use Case Guide: Top Micro Apps to Deliver Business Value
Mobile is eating the world. What does it mean for your business?

The pace of technology disruption is faster than ever. Since 2000, 52% of Fortune 500 companies have either gone bankrupt, been acquired, ceased to exist, or dropped off the list.\(^1\) Today, a company’s competitive advantage rests in its ability to operate quickly, efficiently, and effectively.

Your company has invested millions of dollars in business applications that are complex and hard to use, which impedes agility. Mobility offers an ideal solution to quickly remove the complexity of those applications and give you a competitive edge.

Capriza provides a cloud-based solution to make critical tasks like delivery confirmation, order fulfillment, financial approvals, and sales discounts, simple and easy from any mobile device using your existing business applications. Organizations from over 30 industries rely on Capriza in their digital transformation initiatives by mobile-enabling their people.

Where do you start?

Most companies know that they need to go mobile. The challenge lies in identifying the high value, high impact use cases throughout the business. Although use cases vary by industry, there are many commonalities across business functions. Leveraging our real-world experience with customers, we have gathered the top use cases by business function to help you identify where to deliver value through enterprise mobility. These functions include:

- Sales
- Delivery & Fulfillment
- Support & Maintenance
- Finance
- Human Resources

Sales
Drive revenue by empowering and aligning your sales organization

Why now?
In order to drive revenue, ensure accurate forecasting, and shorten sales cycles, sales organizations must be enabled to spend more time in the field, lead more productive conversations with prospects and customers, and access customer data in real-time. Mobile-enabling your sales teams with critical functionality from your CRM system will drive an effective and well-aligned sales organization to help extend your competitive advantage.

Increase Revenue  Accurate Forecasting  Accelerate Sales

Top Use Cases

Account and Activity Management
Provide your account managers with quick access to view and update customer information before, during, or after meetings

Discount Approvals
 Expedite sales cycles with mobile-driven discount approvals that provide managers relevant information to make quick decisions

Price Calculation
Ensure your account managers are discussing the latest pricing and discount offerings with customers

Quote Generation
Decrease the time it takes to generate and send quotes to prospects and customers, accelerating sales cycles

Inventory Lookup
Provide account managers with real-time access to inventory to provide immediate information to prospects and customers

Sales Assets
Equip account managers with necessary assets at the moment of need to maximize discussion effectiveness

Other Use Cases
- My Opportunities
- My Leads
- My Contacts
- My Pipeline
- Product Availability
- Pricing
- Quote Approval
- Sales White Papers
- Order Look-Up
- Invoicing

“With Capriza we were able to expedite approved pricing from a number of days to a couple of hours.”

- Rob Kooijman, Dir. of Process & Solutions Management, Volvo Financial Services

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Why now?

Heightened customer expectations and tighter corporate compliance increase demand for field logistics and delivery organizations to operate more efficiently and effectively than ever before. Today, many organizations still rely on manual paper-based processes or legacy ERP systems which are complex and inaccessible. By digitizing and mobile-enabling critical tasks and processes, ensure that your logistics and delivery organization is able to meet the increasing demands of the business.

Top Use Cases

Proof of Delivery
Digitize proof of delivery with mobile device capabilities such as camera and signature capture to expedite cash collection

Customer Activation
Improve the customer activation experience by enabling in-house or partner technicians with critical functionality from the ERP system

Goods Movement
Ensure the goods movement process is efficient and error-free by digitizing manual processes with mobile barcode scanning

Order Tracking
Provide real-time order tracking to customers and logistics teams to improve visibility and increase customer satisfaction

Inventory Lookup
Provide account managers with real-time access to inventory to provide immediate information to prospects and customers

Route Optimization
Enable real-time communication of last-minute delivery changes to optimize delivery and logistics operations

Other Use Cases

- View Open Orders
- Confirm POs
- Goods Receipt
- Manage Stock
- Route Plan and Update
- Fuel Tracking
- Delivery Scheduling
- Safety Checklists

“In a few weeks, we saw our call center costs go down, our field technicians self-enabled, and our customer wait time reduced considerably.”

- Sven Gerjets, SVP IT, DirecTV
Support & Maintenance
Improve productivity and customer experience

Why now?
In an environment of continual change and disruption, businesses are challenged to provide better and quicker service to their customers in order to grow market share. By mobile-enabling your field support and maintenance teams, you can increase your field teams’ effectiveness to drive customer success.

Top Use Cases

- **Work Order Management**: Provide field maintenance teams with up-to-date information on work orders to maximize their effectiveness.
- **Account Lookup**: Allow field teams to quickly look up account information while servicing customers to drive better customer experience.
- **Preventive Maintenance**: Allow field teams to submit tickets with supporting information such as notes and photos directly from a mobile device.
- **Field Inspections**: Increase the productivity of field inspectors by digitizing field processes using electronic forms, maps, GPS, and camera.
- **Field Data Collection**: Drive team effectiveness with real-time data collection by digitizing paper-based processes.
- **Incident History**: Provide on-demand access to historical information in order to provide guidance for field technicians to triage incidents.

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“With Capriza, we have created noticeable efficiencies in the business with some important sales and operations transactions that used to take from upwards of 24 hours now down to a matter of seconds.”
- Bob Wuss, Region Americas IS Manager

Other Use Cases

- Task Management
- Incident Reporting
- Work Order Approvals
- Support Documents
- Timesheet Entry
- Activity Tracking
- Intelligent Dispatch
- Safety Checklists
- Field Expenses
Finance
Drive corporate compliance and operational agility

Why now?

Your company has invested millions of dollars in financial applications that are complex and hard to use, which slows down the business. Mobility offers a perfect solution to quickly remove the complexity of those applications to give you a competitive edge.

Top Use Cases

Consolidated Approvals
Enable managers to complete various approvals with a unified and consistent experience to shorten approval cycles

Delivery Confirmation
Digitize delivery confirmation of goods and services to expedite time-to-cash and ensure timely financial compliance

Expense Management
Ensure accurate and timely expense entry and approvals to increase visibility and improve control of spend

PO/PR Management
Increase visibility and accelerate PO and PR approval cycles to improve operational agility and ensure corporate compliance

Timesheet Management
Ensure timely and accurate reporting of billable hours to improve revenue recognition and accounting

Financial Reports
Enable executives to view on-demand financial reports from their mobile device to improve decision making

Other Use Cases

- Invoice Approvals
- Travel Approvals
- Finance KPIs
- NDA Lookups
- Project Tracking
- Inventory Management
- Activity Tracking
- Sales Quote Approvals
- Account Lookup
- Paystub Lookup

“...[this] takes a major toll on our productivity. With Capriza, we’ve been able to eliminate that burden and reduce approval cycle times by more than 4x.”

- Kent Lyon, VP of Finance, RPC

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Human Resources
Simplify HR self-service to decrease costs and improve productivity

Why now?
80% of people check their mobile phone within 15 minutes of waking up. With the changing dynamics of the workforce there is a heightened expectation on your HR organization to provide a better workplace experience in order to acquire and retain talent. Mobilizing HR self-service capabilities makes it easier for employees and managers to submit a PTO request, view a pay stub, or approve a travel request, improving employee satisfaction and allowing your employees and managers to focus on higher value tasks.

Top Use Cases

HR Approvals
Make it easy for managers to complete HR approvals such as PTO, time, and travel to improve employee and manager productivity

Corporate Directory
Enable your people to look up fellow employees anytime, anywhere to improve communication and collaboration

Paystub Lookup
Allow employees to quickly view their paystubs to improve employee satisfaction and decrease calls to payroll support

Corporate News & Events
Improve corporate communications and employee engagement with news and events via push notifications

Timesheet Management
Ensure timely and accurate reporting of hourly employees to decrease costs and improve accounting

Employee Compliance
Expedite employee safety and compliance training and sign-off to ensure corporate compliance

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“Capriza simplifies and mobilizes PeopleSoft so corporate processes are quick and easy for employees, managers, and HR, while making it quick and easy for HRIS to create a more efficient, self-serve, modern culture.”

- Robert Attanasio, VP HR Systems, L’Oreal USA

Other Use Cases
- Benefits Management
- Job Opportunities
- Manage Applicants
- Guest Registration
- PTO Requests
- Travel Requests
- Employee Resources
- Performance Review
- Safety Observations
- Employee Transfer

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Capriza mobile-enables your people to make it easy to do business inside and outside your organization.

Capriza’s enterprise mobility platform empowers IT and business units to simplify critical business workflows without any coding, APIs or integration. By taking a user-centric approach, Capriza disrupts the speed and economics of your digital transformation journey by allowing you to deliver value in days and weeks, not months and years.

100+ enterprises and over half a million users rely on Capriza, including the City of Los Angeles, DirecTV, The Linde Group, Titan Machinery and Volvo Financial Services. Founded in 2011 by former executives of Mercury Interactive, Capriza is headquartered in Palo Alto, CA and is funded by top-tier VCs including Andreessen Horowitz.

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