



ISBG GLOBAL

SMART!WORLD SUCCESS STORY

“In two months with OutSystems, we were able to deploy the first version of Smart!World extending the power of SAP to mobile and web.”

Chris Williams
Managing Director, ISB Global





Project Highlights

In just two months using the OutSystems Platform, ISB Global created and deployed a mobile application that allows users to carry the power of SAP in their pockets.

With tight integration to SAP Business One, it provides remote and field employees the ability to record and monitor customer service requests via mobile and web devices. Its intuitive and easy to use interface increases staff efficiency and reduces training needs because it offers a fine-tuned workflow, free from the UI complexities of SAP.

“Our customers need mobile access to our SAP solutions for rapid, real-time access to information.”

Chris Williams
Managing Director, ISB Global

OutSystems Platform



1 Team Lead & 2 Developers

2 months

Microsoft.NET



1 Team Lead & 4 Developers

6.5 months

Challenge

ISB Global is a consulting firm offering business, systems and technical consulting to the Waste, Recycling and Energy industries. Waste & Recycling One (WR1) is an application built to extend SAP Business One specifically for the industry.

Faced with a decentralised user base, a complex SAP user interface and challenges with infrastructure, one facilities services company challenged ISB Global to take WR1 mobile; to reach 150 users across the UK and Ireland.

In fact, many companies in the industry face similar challenges; which is why ISB set out to create a truly mobile solution, integrate it with SAP and make it available on a subscription basis as a software-as-a-service (SaaS) solution.



Why OutSystems?

Initially, we considered iOS and traditional mobile web development environments to deliver the mobile application. However, given the architectural complexities of delivering a (SaaS) solution, and the need to connect to multiple ERPs located at various customer sites, a traditional mobile development approach would have taken too much time and too many resources to develop and deploy.

With the OutSystems Platform, we found we could bring a mobile application to market much faster. We reduced the development time to a matter of weeks rather than months, thanks to OutSystems' off-the-shelf SAP integration and multi-tenancy capabilities.

“We’ve presented this mobile application to our customers and they love it!”

Chris Williams






Managing Director, ISB Global

Solution

We developed an application branded Smart!World. This highly usable SaaS solution manages customer service requests and presents them to field workers on any device. Smart!World is a 100% SAP-integrated cloud solution that renders only the data needed to complete a job as efficiently as possible, guiding users through the process.

Smart!World offers customer support staff the ability to register, monitor and trace service call requests with real-time integration with the company's on-premises SAP ERP. The mobile user interface is easy to use and available on all devices.

Solution Capabilities





-  Provides full-service call visibility to a wide user population across numerous locations
-  Creates service call requests
-  Enables fast service call entry and assignment for improved customer service
-  Visualizes key statistics in the service call dashboard
-  Integrates in real time with multiple instances of SAP Business One



Results

The first version of the mobile application, built with two developers, was live in just two months. Smart!World offers a fine-tuned user experience across all devices for customer support staff; eliminating the need for training. In addition, the first ISB SaaS customer saved close to \$300,000 in software and hardware in the first year after subscribing to Smart!World.

It is now an integral part of the ISB value proposition and we envision significant expansion, both within our current customer base and across other SAP functional modules.

-  First customer saved \$300,000 a year in software and hardware
-  Fine-tuned user experience for customer support staff
-  Real-time integration with SAP Business One
-  Potential to extend to full breath of SAP's ERP



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