

## GOING MOBILE WITH COMPUWARE CHANGEPOINT

As services organizations seek new ways to keep their remote employees engaged and connected, mobile solutions are paving the way for improved operational insight and efficiency.

These organizations are using new technologies more frequently to allow their employees to remain connected to applications that allow them to work more effectively. With fewer and fewer employees stationed at fixed locations the need for reliable, dynamic and virtualized engagement is crucial. To meet the needs of this growing trend, organizations must contemplate strategies and solutions that take into account a wide range of user behaviors and technology requirements, including the use of mobile devices.

Without reliable access to critical enterprise applications, remote workers are seldom able to perform the full scope of their duties. For services, information technology and product management professionals, a lack of visibility into task changes, resource requests and other related data can affect the success of assigned projects significantly. Changepoint's mobility solution enables users to connect to Changepoint via BlackBerry, iPhone or other smartphones, permitting employees mobile access to the information, reports and approval rights that they require.

### EASE OF CONNECTIVITY

Changepoint's mobile client is implemented easily and requires no additional new feature assignments for existing users. Changepoint can be accessed through a multitude of mobile web browsers and requires only a single set of configured sign-in credentials. The mobile environment features a simple and intuitive user interface, highlighted by a convenient home-page menu.

"When we first heard that Changepoint was releasing a mobility client, we were very excited as our Global Services Organization has been looking for this for a long time."

— Keith Roberts, Senior Enterprise Systems Analyst, QAD



*The Changepoint mobile solution features a simple, intuitive user interface.*

## MOBILE BUSINESS APPLICATIONS DON'T HAVE TO BE DIFFICULT TO USE

Changepoint provides users with a consistent and intuitive experience, featuring menu tabs that allow for quick navigation between key areas in the application. Information is displayed in a format that is easy to navigate and native to the browser on the device, making it simple to create, edit and submit data.

## A FRAMEWORK FOR CUSTOMER LIFE-CYCLE MANAGEMENT

Changepoint gives services organizations the necessary framework to gain insight into daily operations and to drive efficiency across the entire enterprise. Changepoint's mobile solution provides similar functionality, ensuring that remote staff members can collect, approve and report on the information and responsibilities assigned to them.

## CHANGEPOINT MOBILE FUNCTIONALITY

### TIMESHEET

- Enter, view and drill down into time entries at various levels.

### TASKS

- Manage tasks through assignment notifications, task profile updates and task status reports.

### ASSIGNED AND INITIATED REQUESTS

- View and act on various assigned requests, including support and issue management tickets.
- View and act on assigned and initiated requests.

### REMINDERS

- Utilize prompts and reminders for action time, expense entries or workflow approvals.

### QUICK SEARCH

- Quickly find assigned or initiated requests and tasks.

## CHANGEPOINT MOBILE USE CASES:

The Changepoint mobile client provides a robust set of features appropriate for different types of users across the enterprise.

### PROFESSIONAL SERVICES FIELD STAFF

- Enter time and status updates.
- Participate in workflows.
- Manage project-level actions and approvals.

### SERVICE DESK

- Manage internal service requests across multiple departments.
- Streamline desktop support services.

### RESOURCE MANAGERS

- Approve resource requests remotely.
- Address demand and capacity management issues.

### EXECUTIVES

- View and track performance metrics with easy-access dashboards.
- Real-time visibility into portfolio and budget changes.

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**Compuware Corporation World Headquarters** • One Campus Martius • Detroit, MI 48226-5099

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