Alternative Logic:
Creating an Innovative Remote Workforce Management Platform

altlogic

Executive Overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Company
Alternative Logic Limited

Industry
High tech—Software development and consulting

Products and Services
FieldLogic remote workforce management platform

Website
www.altlogic.com

SAP® Solutions
SAP® Sybase® SQL Anywhere® suite
SAP Afaria® mobile device management solution

Alternative Logic Limited, an innovative British software development and consulting firm, needed a **robust, reliable, low-maintenance mobile database and synchronization technology** with which to build its FieldLogic workforce management platform. When its original choice did not meet its requirements, Alternative Logic implemented the SAP Sybase SQL Anywhere suite, which has proven to be a great success, and has led to significantly increased customer productivity and greater end-user satisfaction.

Developing software to manage remote operations seamlessly

Established in 2002 and based in Chester, England, Alternative Logic produces innovative software solutions that help businesses track customers, record the status of site visits, manage field personnel schedules, and control inventory through real-time data capture. The company has developed software platforms that manage every aspect of remote operations seamlessly, so its customers always know the exact status of every job.

The company's mobile field technology solution, FieldLogic, allows mobile workforces to capture data remotely. This enables them to report on the progress and status of jobs while capturing customer signatures, mileage information, inventory delivered, customer-questionnaire responses, and other information such as vehicle locations. With an accompanying Web portal, management can see all of this information in real time from any Internet connection. FieldLogic, which integrates with SAP Sybase SQL Anywhere, also integrates with Alternative Logic's back-office solutions and other enterprise solutions.

2,600

Workers use FieldLogic at one of Alternative Logic's customer deployments.

Increasing productivity and efficiency while reducing costs

Alternative Logic was founded to develop technology that enhances working practices and brings benefits for its customers. Alternative Logic's developers combine industry insights with alternative thinking and absolute logic to build innovative products that work effortlessly. More specifically, Alternative Logic is dedicated to enabling its customers to run their operations more smoothly, efficiently, and cost–effectively while eliminating paper and reducing the risk of error or fraud.

"We aim to increase productivity and efficiency while reducing costs. When you've got people, stock, and vehicles moving around the country, keeping track can feel like a jigsaw that never quite fits together. We have the technology to change that."

Robin Borders, Technical Director, Alternative Logic Limited.

SAP Sybase SQL Anywhere meets demanding requirements

A client engagement with a leading satellite provider looking for an efficient mobile workforce solution to support its 2,600 field workers led to the selection of SAP software. Alternative Logic needed a high-performance, scalable, and secure data management and data movement solution to embed into its FieldLogic workforce management platform.

Alternative Logic wanted a solution from a well-established vendor—a solution that would readily integrate with any back-office system. It also needed a database that would allow users working on mobile devices to transfer data from FieldLogic throughout the day to virtually any major enterprise system. It found that solution in SAP Sybase SQL Anywhere.

Robin Borders, technical director at Alternative Logic, explains: "After researching products offered by other major vendors, we found that SAP Sybase SQL Anywhere best met our requirements. It was much more stable than the other products."

In addition, Alternative Logic needed to provide the ability to manage and update FieldLogic and other applications on the deployed mobile devices. In other words, it needed a tool that would allow the customer to monitor the health of all its frontline devices and distribute software updates remotely. It chose the SAP Afaria mobile device management solution as the best product for those purposes.

Reducing implementation time

SAP Sybase SQL Anywhere was designed from the ground up to be embedded in data-driven applications. That proved to be the case for the developers at Alternative Logic when it came to embedding SAP Sybase SQL Anywhere into FieldLogic. SAP Sybase SQL Anywhere is designed in such a way that it allows developers to focus more attention on building applications to suit their customers' specific needs rather than on an application's underlying data architecture. This significantly reduces implementation time.

This is especially true in the case of Alternative Logic, because the firm routinely customizes its FieldLogic platform based on its customers' existing IT environments and on each customer's specific business requirements. Depending on the customer, a FieldLogic implementation can take anywhere from a few weeks to a few months. Without the integration of SAP Sybase SQL Anywhere, the implementation times would certainly be longer.

"The SAP technical services team demonstrated a true partnership approach to working with us so that our software and their software would always integrate properly."

Robin Borders, Technical Director, Alternative Logic Limited.

Enabling smooth, cost-effective remote workforce management

FieldLogic is an Alternative Logic hosted software platform that allows organizations to manage their remote workforces effectively and efficiently. Remote workers use mobile devices to log their hours, locations, movements, and job status. FieldLogic enables organizations to access up-to-the-minute progress reports through any Internet connection. It also enables customer service teams to accurately update customers and manage their expectations. The result: operations run more smoothly, more efficiently, and more cost–effectively.

FieldLogic also reduces the risk of error or fraud. It improves communications between field teams and central offices and provides organizations with clear audit trails. The software is flexible and scalable and can be customized for businesses regardless of size or industry sector.

SAP Sybase SQL Anywhere is embedded in FieldLogic. Included in the SAP Sybase SQL Anywhere suite is a high performing relational database-management system that offers broad platform, tool, and data access support. It also scales to support thousands of users and manage hundreds of gigabytes of data. The suite also includes UltraLite,® a database-management system designed for small-footprint mobile devices such as smartphones and tablets, and MobiLink,™ a highly scalable, session-based synchronization technology for exchanging data between leading enterprise data-management systems.

Greater efficiency in the field and in the office

By deploying FieldLogic, embedded with SAP Sybase SQL Anywhere, Alternative Logic's customers realize important business benefits every day. These benefits include real-time data capture and synchronization with centralized systems, which gives management up-to-the-minute views of their businesses, which in turn delivers an enhanced ability to manage workers in the field. "Implementing our SQL Anywhere-powered FieldLogic platform has significantly reduced the amount of manual intervention and phone calls previously required between our customers' field personnel and office staff," confirms Borders.

Management can access real-time information on field activities securely from any Internet connection through their customized online portals. At the same time, customer service employees can access real-time information captured and reported by FieldLogic, which enables them to communicate more effectively with their customers, thereby increasing customer satisfaction. The elimination of paper-based processes in the field reduces the risk of errors and fraud and cuts costs.

"The combination of Alternative Logic and SAP technologies has helped our customers achieve greater efficiency on the ground, as well as in the office, where management can continuously track progress."

Robin Borders, Technical Director, Alternative Logic Limited.