

TITAN

CONSULTING



WHY SOME MOBILITY PROJECTS SUCCEED AND SOME DON'T? Let Me Synthesize Titan's Mobility Success Factors!

Why do more than 80% of enterprise Mobility projects fail? And what do you need to do to be part of the 20% that succeeds!

I am going to synthesize the numerous conversations, presentations, working sessions and mobility projects to give you the actions you need to take to deliver your project as one of the successful 20%.

You can place the main challenges, hurdles, missteps, and myopia in the following areas:

- Project Results Take Too Long
- Happy and Unhappy Users
- Project Owner and Processes

I don't want to scare you and say that if you don't mobilize you die. It's not that dramatic, but your competition is going to use a mobile platform to serve their customers better and maybe steal some of yours!

Smartphones and tablets are changing the way we run our lives and conduct business. Developing apps for a distributed enterprise is no easy task. Usual challenges include multiple technologies, highly distributed environments and computing networks often built on a hybrid infrastructure combining legacy systems with newer ones to work on a myriad of mobile devices.

Your mobile strategy does not have to be complex. In fact, the ROI should easily provide you with a 4:1 or 5:1 ROI or better. One of our clients invested about \$200K in Titan's easyPrice application and is realizing about a 2 million dollar benefit.

So, what are the success criteria?

"Why do these projects take so long?"

I have had several clients ask me this question. Mobility projects get bogged down for many reasons; infrastructure, functionality, user experience, sponsors, and conflicting objectives.

Success in mobile projects follow these simple principles:

- Follow agile project objective and deliver usable functionality, fast
- Focus on user experience and ease of use
- Collaborate with Business and IT



To start, focus on some quick wins in the shortest timeframe. An agile model best suits this approach. Build the apps as an extension of the enterprise transactional backbone. Typically, this is SAP ECC or S/4 HANA for our clients but could be Salesforce, Workday, or other leading enterprise applications.

By extending your SAP processes through easyApps, you ensure the integrity and controls in processing your mobile transactions. This solution includes your business rules, security, and integration for domestic or global implementations.

One of our clients started their mobility roadmap with easyPrice which mobilizes Quotes and Sales Orders. Or you can start with one of the back-office processes such as HR Benefits Requests, PTO Approval, or AP Invoice Approval.

"Why are users unhappy with their mobile applications?"

When I hear this question, it drives me batty! The most common complaints I hear are:

- "Our Sales Quoting app is not intuitive like Amazon or Uber."
- "I am not a SAP user, why can't I use functions I am most familiar with?"

Our "User First" approach allows us to focus on the screen and form size to simplify use and navigation on the devices they are familiar with, smartphones and tablets. This approach increases user acceptance and accelerates deployment and usage rates.

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Developing the UI/UX with HTML5 adopts the ease of use and capabilities that mobile users use every day on their phone and tablets. Users like our easyApps because they work and they are comfortable with the navigation.

“Are building mobile apps an IT project?”

No, our experience with successful projects engages joint sponsorship with both Business and IT.

Jumping on the mobile app bandwagon is common these days. The number of ‘killer’ apps increases every day in the App Store. Still, more than 80% of these apps are never downloaded and used. Why?

The recipe for success for mobile apps demands participation and commitment by business users to design and test the app. The testing of the app by the users should identify more issues during test cycles rather than in the field.

Developers and users collaborate in an agile format to develop the look, feel, and processes to reap the capabilities of the mobile devices. IT will continue to focus on the ERP transaction backbone, infrastructure, connectivity, security, and governance. These elements can’t be ignored and require consistency across your mobile platform.

We answered these questions and more for our clients, SAPPHIRE attendees, ASUG attendees, and other conferences.

Titan Software easyApps are designed and built to extend your business processes using native SAP integration. The same services integrate Salesforce, SuccessFactors, and other cloud and on-premise applications into the hands of your anytime, anywhere workforce.

Our Titan Software easyApps are designed to deliver business value to your mobile workforce with a focus on reducing your IT and Business TCO. We offer mobile solutions for Finance, Supply Chain, Customer Engagement and Human Resources.

Are you looking to a 4:1 or 5:1 ROI on your mobility project? If you are interested in seeing Titan’s easyApps, perform on every day mobile devices, contact Kent Lamb, kent@titanconsulting.net, or call him at 214-632-5621; or contact your Titan Consulting Director.

You can also see additional information on Titan Software at Titan Consulting, www.titanconsulting.net.