

Enterprise Wireless Two-Way Communication



Do It Faster

■ Recognize

■ Respond

■ Resolve



HipLinkXS is a powerful Two-Way enabled communication solution that allows organizations to wirelessly address and respond to critical events faster than ever before, from any handheld device, mobile phone, or two-way pager.



What Can Wireless Two-Way Do For You

Wireless Two-Way applications help businesses address critical events faster than ever before, facilitating the wireless convergence of technology, people, and business processes like never before. HipLinkXS' two-way wireless features help reduce the Mean Time to Recognize, Respond to, and Resolve any critical event or situation, bringing powerful enterprise communications and remote data access to any organization.

Using HipLinkXS two-way, you can do more with less:

Less -

- time on manual communication
- time tracking customer information
- time on service calls
- time to respond to emergencies
- compromise in customer service

More -

- productivity in the field
- field revenue generation
- control of your data and inventory
- improvements in customer service
- access to what's important to your business
- responsiveness to your business needs

Track inventory, query a database, look-up customer information, respond to an emergency, reboot servers, or restart services from any two-way enabled device.

HipLinkXS integrates seamlessly into your existing infrastructure to provide remote access to corporate back-end systems or applications. Whether you work on the road, at home, or are just away from your desk, HipLinkXS can keep you in command of your business.

Benefits for Any Enterprise

- Automatic real-time Alert Notification
- Immediate Communication with Employees
- Your choice of device: RIM, Palm, Cellular Phone, etc.
- Security and full control over level of access
- Execute a Secure Wireless Strategy

Faster Recognition ~ Every minute spent waiting for employees to respond to a problem can affect safety, productivity, and service. HipLinkXS provides advanced messaging features to ensure fast and reliable enterprise messaging.

Faster Response ~ Once real-time alerts are received, a response can begin immediately from any two-way enabled device. Wireless messaging empowers employees to reduce their MTTR with powerful communication tools.

Faster Resolution ~ The ability to know quickly, diagnose, and react immediately provides faster, more complete problem or event resolution.

Vertical Uses for HipLinkXS Two-Way

- **Airports** - update status from remote locations, mobilize additional resources faster, data system integration
- **Financial Organizations** - authorize remote action on exception items, back-end system access
- **Hospitals** - remotely relay instructions, escalation confirmation, remote data access
- **Newspapers** - request customer or subscription information, escalation confirmation, remotely add new customers
- **Municipalities** - remote situation analysis, mobilization of multiple departments, automatic data dispersion
- **Law Enforcement** - securely request sensitive information, resolution of network anomalies

continued...



A Complete Enterprise Solution

Whether your employees are out of the office, away from their desks, working from home, or on call, HipLinkXS makes wireless painless.

By wirelessly integrating business applications and processes, HipLinkXS provides fast, effective alerts and full two-way access from anywhere, anytime.

HipLinkXS Two-Way Solutions

IT Administrators are alerted of network problems in real time and have the ability to take action to prevent network outages. Administrators can perform remote actions from a wireless PDA to keep networks up and running, while maintaining revenue generating processes and employee productivity.

Field Service Employees can arrive at customer sites faster and more prepared with the information they need to successfully complete a sales or service call. With remote access to corporate back-end systems, they are able to better service more customers and can even submit an order or billing information as they walk out the door.

Emergency Response Personnel have the ability to respond faster to emergencies and disasters, including major storms, downed power lines, chemical spills, transportation issues, construction failures, or machinery outages. Advanced teams can immediately be mobilized with full interoperability between multiple disciplines, improving the effectiveness of an organization's emergency response and ultimately saving lives.

Healthcare Workers can rapidly respond to everyday patient care issues as well as trauma situations, limiting liabilities and improving overall patient care. Doctors and nurses can respond quicker and with detailed instructions, critical lab results can be sent automatically to specialists who can then react immediately, therapists can be sent to a patient in need, or off-site staff can be activated immediately.

The less time employees spend looking up customer information and tracking down parts or inventory shortens field site visits, improves customer satisfaction, and offers additional revenue opportunities.

The Bottom Line

Downtime and inefficiencies can result in poor client experience, poor employee performance, and a decrease in revenue. Having the ability to quickly respond to and resolve any issue ensures not only the integrity of your systems and employee productivity, but also provides a competitive edge; lowering costs, increasing efficiencies, and improving client service. HipLinkXS two-way allows for remote management of corporate systems from any RIM BlackBerry®, PocketPC, Palm™, or two-way enabled handheld device by executing a variety of customizable remote commands.

Maintaining a high level of customer service extends beyond corporate network functionality to include sales, field service, patient care, and support. The faster issues and problems can be addressed and resolved, the higher the level of customer satisfaction. This translates to higher overall:

Cost Savings

Operational Efficiencies

Customer Retention

Revenue Generation

The Three R's of HipLinkXS Two-Way Wireless

- Recognize

- Respond

- Resolve

Improving enterprise communication and remote data access.



Semotus Solutions * 718 University Avenue,
Suite 202, Los Gatos, CA 95032
Ph. 1.408.399.6120 / 1.800.524.7503
Email: sales@hiplinkwireless.com
www.hiplinkwireless.com

SEMOTUS SOLUTIONS

the wireless architects